

**Performance Audit
Citizen Survey Results
by Geographic Area**

December 2004

**City Auditor's Office
City of Kansas City, Missouri**

December 7, 2004

Honorable Mayor and Members of the City Council:

Following our presentation of the 2003 City Services Performance Report, which included the results of our annual survey of randomly selected Kansas Citians, members of the Budget and Audit Committee asked if there were any significant differences in citizen satisfaction between areas of the city.

Meaningful comparisons between council districts were impossible due to the insufficient sample size. In addition, the current configurations of council districts do not reflect distinct geographic areas of the city. For example, two council districts include areas both north and south of the Missouri river. Therefore, we divided the city into four geographical areas, north, south, east, and west. The purpose of this report is to communicate the identified differences in responses based on those areas.

The survey responses obtained from each area were compared to the combined responses from the three remaining areas. For example, east area responses were compared to all the respondents from the north, south, and west area. Similarly, north area responses were compared to the combined responses from the east, south, and west. We were also unable to provide meaningful comparisons between the four areas, because of the insufficient sample size. We will substantially increase the number of surveys completed for the 2004 City Services Performance Report to allow us to make these comparisons.

Only about 18 percent of our comparisons found significant differences between the responses in one geographic area and in the rest of the city. Appendix A identifies all the survey questions and responses, as well as identifies significant differences between responses in one area and the rest of the city. In general, more east area respondents were dissatisfied with city services than respondents in the rest of the city. In contrast, north area respondents were more satisfied with city services than respondents in the other three areas.

The audit team for this report was Joan Pu and Gary White.

Mark Funkhouser
City Auditor

Citizen Survey Results by Geographic Area

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Introduction

Objectives

We conducted this performance audit pursuant to Article II, Section 13 of the Charter of Kansas City, Missouri, which established the Office of the City Auditor and outlines the City Auditor's primary duties.

In late 2003, we contracted with ETC Institute to conduct a telephone survey to measure citizen satisfaction with city services and identify which services should be emphasized over the next two years. The results were included in our 2003 City Services Performance Report.¹

After presenting the report, Budget and Audit Committee members asked if there were any differences in satisfaction between different geographic areas of the city. The purpose of this audit is to compare the survey results between four geographic areas of Kansas City, Missouri.

A performance audit systematically examines evidence to independently assess the performance and management of a program against objective criteria. Performance audits provide information to improve program operations and facilitate decision-making.² This audit was designed to answer the following question:

- What are the differences in responses to the 2003 Citizen Survey questions between different geographic areas in Kansas City, Missouri?

Scope and Methodology

Methodology for Identifying Geographic Areas

The number of surveys completed was insufficient to provide meaningful comparisons by council district. In addition, the current configurations of council districts do not reflect distinct geographic areas of the city.

¹ *City Services Performance Report for Fiscal Year 2003*, Office of the City Auditor, Kansas City, Missouri, March 2004.

² Comptroller General of the United States, *Government Auditing Standards* (Washington, DC: U.S. Government Printing Office, 2003), p. 21.

Citizen Survey Results by Geographic Area

For example, two council districts include areas both north and south of the Missouri River. Therefore, we divided the city into four areas: north, south, east, and west, based on the following criteria:

- Geographically different
- Approximately similar number of residents
- Approximately same number of survey respondents

North: The north area includes all zip codes located in the Kansas City area north of the Missouri River. It contains about 27 percent of the city's population and 22 percent of the survey respondents.

South: The south area contains 11 zip codes, and is located in the area from Gregory/63rd Street (excluding Raytown), to the city's south border. It has 27 percent of the city's total population and 28 percent of the survey respondents.

East: The east area contains 11 zip codes and is located in the area from the Missouri River on the north to Gregory/63rd on the south (excluding Raytown); from Woodland/Prospect on the west to the city's east border. It contains 28 percent of the city's total population and 28 percent of the survey respondents.

West: The west area contains 10 zip codes and is bordered by the Missouri River on the north, Gregory and 63rd on the south, State Line on the west, and Woodland/Prospect on the east. It includes 19 percent of the city's total population and 23 percent of the survey respondents.

Exhibit 1 details the zip codes included in each geographical area, their total population, the number of survey respondents, and the margin of error of the results.

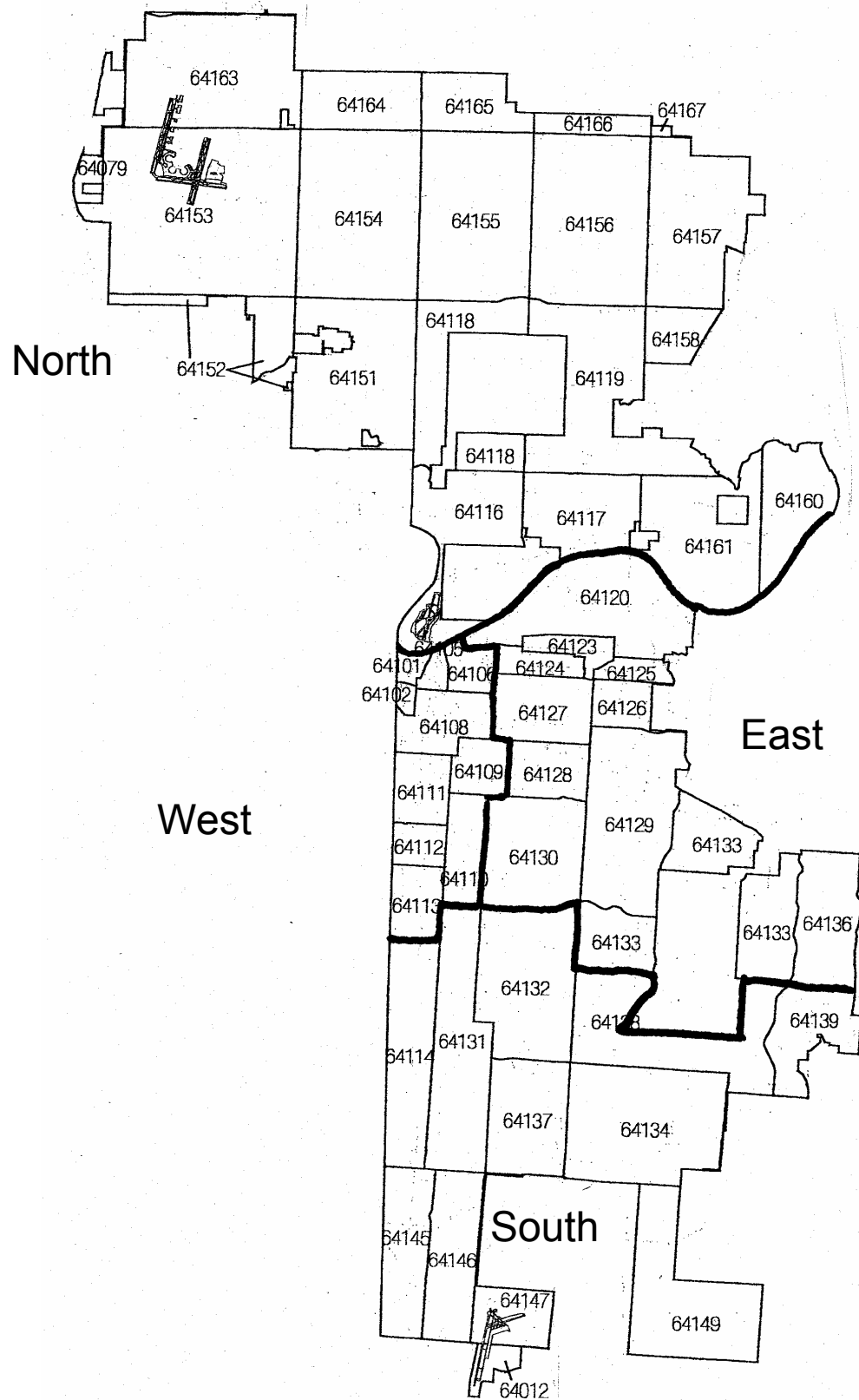
Exhibit 1. Geographical Areas by Zip Code

Area	Zip Codes	Population	Survey Respondents	Margin of Error *
North	64116, 64117, 64118, 64119, 64151, 64152, 64153, 64154, 64155, 64156, 64157, 64158, 64160, 64161, 64163, 64164, 64165, 64166, 64167	118,497 (26.9%)	264 (22%)	+/- 6.02%
South	64114, 64131, 64132, 64134, 64137, 64138, 64139, 64145, 64146, 64147, 64149	117,868 (26.7%)	333 (27.5%)	+/- 5.36
East	64120, 64123, 64124, 64125, 64126, 64127, 64128, 64129, 64130, 64133, 64136	121,607 (27.6%)	334 (27.6%)	+/- 5.35
West	64101, 64102, 64105, 64106, 64108, 64109, 64110, 64111, 64112, 64113	83,235 (18.9%)	279 (23.1%)	+/- 5.86
City-wide		441,207	1,210	+/- 2.81

* 95% confidence, p=50%

Source: City Planning Department; ETC Institute 2003 DirectionFinder Survey.

Exhibit 2. City Map with Four Geographical Areas Identified



Source: City Planning and Development Department

Comparisons of survey responses. Once the four areas of the city were identified, the survey responses obtained from each area were compared to the combined responses from the three remaining areas. For example, east area responses were compared to all the respondents from the north, south, and west areas. Similarly, north area responses were compared to the combined responses from the east, south, and west.

We conducted this audit in accordance with generally accepted government auditing standards. No information was omitted from this report because it was deemed privileged or confidential.

Background

2003 Citizen Survey

Telephone surveys with randomly selected residents were conducted in November and December 2003 and administered to 1,210 households throughout the city. The overall survey results have a 95 percent level of confidence. This means that out of 100 samples drawn in the same manner, we would expect 95 to yield results within the specified margin of error.

The survey had an overall response rate of 52 percent and adequately represents the city's gender, when compared to the gender results of the 2000 Census. (See Exhibit 3.)

Exhibit 3. Comparison of Survey Respondent Demographics to 2000 Census – Gender

	Male	Female
Census	47.6%	52.4%
2003 Survey	45.0%	55.0%

Sources: ETC Institute 2003 DirectionFinder Survey and Census 2000 Supplementary Survey Summary Tables.

The survey also adequately represents the city's race/ethnicity characteristics. (See Exhibit 4.)

Exhibit 4. Comparison of Survey Respondent Demographics to 2000 Census – Race/Ethnicity

	White	Black/African American	Other ³
Census	59.6%	35.4%	5.0%
2003 Survey	61.9%	35.2%	2.9%

Sources: ETC Institute 2003 DirectionFinder Survey and Census 2000 Supplementary Survey Summary Tables.

³ The "other" category includes Asian/Pacific Islander, American Indian/Eskimo, and those who refused to answer the question.

The citizen survey questions covered seven specific areas:

- Overall Satisfaction with City Services
- Streets
- Public Safety
- Parks and Recreation
- Water and Sewer Services
- Code and Ordinance Enforcement
- Overall Quality of Life

There were no differences in satisfaction between areas for questions concerning water and sewer services.

Demographic Differences

We identified some significant demographic differences between survey respondents in different geographic areas in the city. Over half of the east area respondents are black. Almost 90 percent of the north area respondents are white. (See Exhibit 5.)

Exhibit 5. Survey Respondents' Race/Ethnicity by Area

Race/Ethnicity	East	South	West	North
White	38.7%	63.6%	62.6%	88.6%
Black/African American	59.5%	34.0%	32.7%	8.4%
American Indian/Eskimo	0.9%	1.2%	1.1%	2.3%
Asian/Pacific Islander	0.3%	0.6%	2.9%	0.8%
Other	0.6%	0.6%	0.7%	0.4%

More south and north area respondents own their current residence than the rest of the city and more west area respondents rent them. (See Exhibit 6). There are no significant differences in age, income, gender, or Hispanic ethnicity.

Exhibit 6. Survey Respondents' Home Ownership by Area

	East	South	West	North
Own	59.9%	69.7%	50.2%	69.6%
Rent	40.1%	30.3%	49.8%	30.4%

Citizen Survey Results by Geographic Area

Results

Summary of Survey Results By Area

Only 18 percent of our comparisons found significant differences between responses in one geographic area and in the rest of the city. In most of these instances, east area respondents were less satisfied.

Fewer east area respondents were satisfied with airport facilities and code enforcement efforts. Fewer north area respondents were dissatisfied with code enforcement and local public health services, while fewer west area respondents were satisfied with city communications.

More east area respondents were dissatisfied with mowing/trimming along city streets and street cleanliness. Fewer south area respondents were dissatisfied with street cleanliness and residential snow removal.

More east area respondents were dissatisfied with the city's overall efforts to prevent crime, the quality of local police protection, and animal control services, while more north area respondents were satisfied with these activities. More east area respondents were dissatisfied with the visibility of police in neighborhoods; more west area respondents were dissatisfied with police visibility in retail areas. More east area respondents were satisfied with fire protection and ambulance service.

More south area respondents were satisfied with city golf courses; fewer north area respondents were dissatisfied with youth athletic programs, and the ease of registering for department programs. For several activities, many responded "don't know" when rating their satisfaction.

East area respondents were dissatisfied with the enforcement of maintenance requirements for residential properties, prosecuting illegal dumping, and enforcement of equal opportunity for all citizens.

Fewer east area respondents were satisfied with their overall quality of life and feeling of safety in the city. Fewer rated Kansas City as an excellent/good place to live, work, or raise children. Fewer felt safe at home, in neighborhoods, and in city parks. More north area respondents were satisfied regarding feeling safe, felt the city was an excellent/good place to raise children, felt safe at home, in neighborhoods, and in city parks. More west area respondents felt safe in city parks during the day, while more south area residents felt unsafe in city parks at night.

Overall Satisfaction with City Services

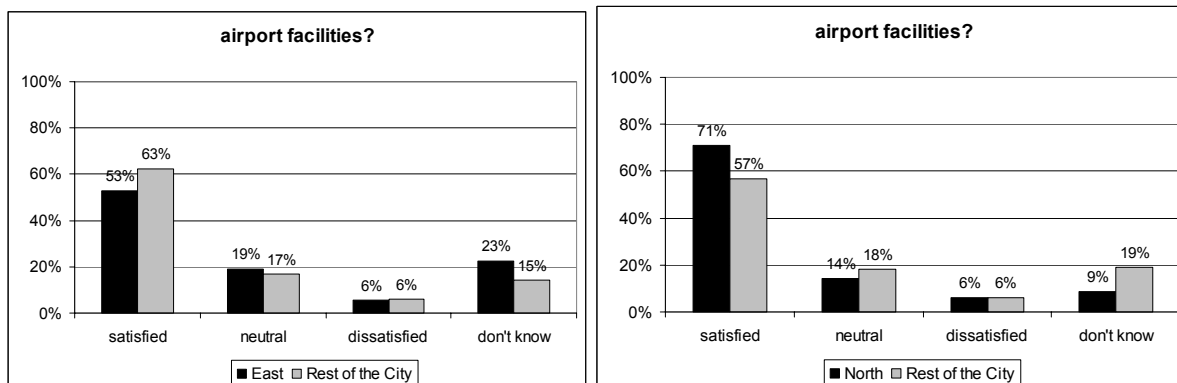
Survey questions regarding overall satisfaction with major categories of city services asked about:

- police, fire, and ambulance services,
- city parks and recreation programs and facilities,
- maintenance of city streets, buildings, and facilities,
- quality of city water facilities,
- enforcement of city codes and ordinances,
- quality of customer service received from city employees,
- effectiveness of city communications with the public,
- quality of the city's stormwater management system,
- quality of local public health services,
- airport facilities, and
- flow of traffic.

Summary. East area respondents were significantly less satisfied with airport facilities than respondents in the rest of the city, especially north area respondents. More east area respondents were dissatisfied with the enforcement of city codes and ordinances than respondents in the rest of the city. In contrast, fewer north area respondents were dissatisfied with both code enforcement and local public health services than other area respondents. West area respondents were significantly less satisfied with city communications to the public.

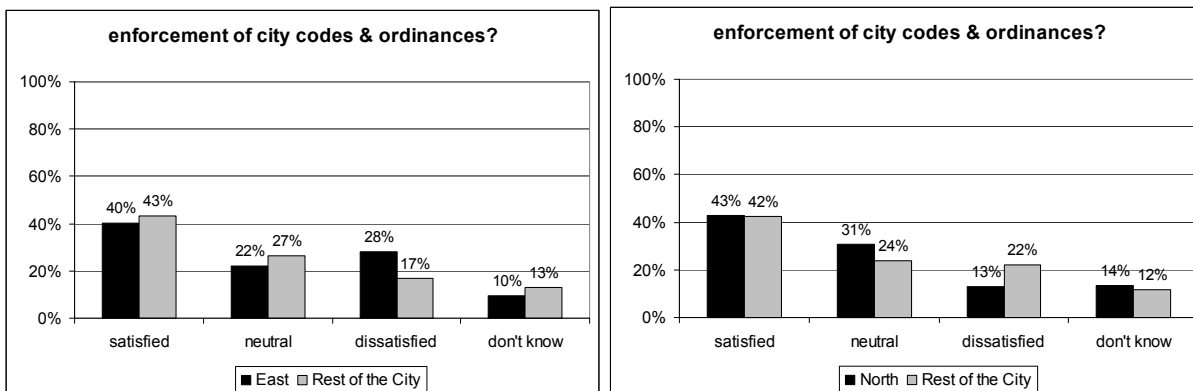
Approximately 53 percent of east area respondents rated their satisfaction with airport facilities as 4 or 5 (satisfied), on a scale of 1-5 where 1 means very dissatisfied and 5 means very satisfied, compared to about 63 percent of respondents in the rest of the city and 71 percent of north area respondents. Almost one-fourth of east area respondents answered "don't know" when asked this question, while only nine percent of north area respondents answered similarly.

How satisfied are you with. . . .



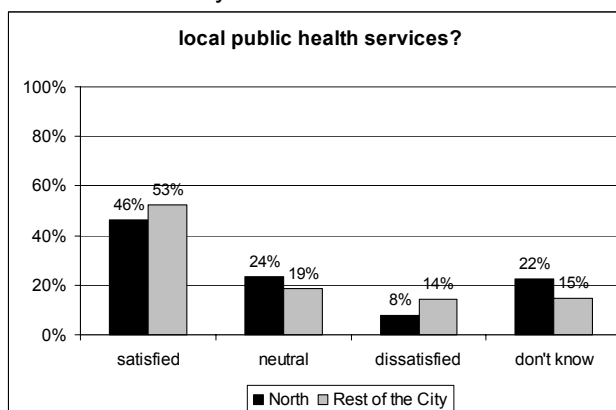
Over one-fourth (28%) of east area respondents were dissatisfied with the enforcement of city codes and ordinances, compared to 17 percent of respondents in the rest of the city and 13 percent of north area respondents.

How satisfied are you with. . . .



Fewer north area respondents were dissatisfied with the quality of local public health services, than respondents in the rest of the city. Only eight percent of north area respondents rated this activity as 1 or 2 (dissatisfied). For the rest of the city, over 14 percent expressed dissatisfaction.

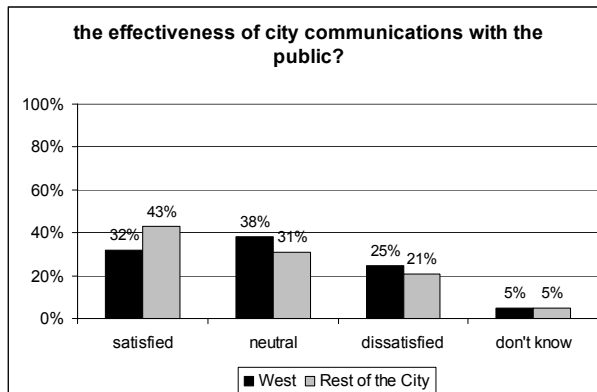
How satisfied are you with. . . .



Citizen Survey Results by Geographic Area

When asked about the effectiveness of city communications with the public, fewer west area respondents (32 percent) rated it as 4 or 5 (satisfied) than respondents in the rest of the city (43 percent).

How satisfied are you with. . . .



Streets

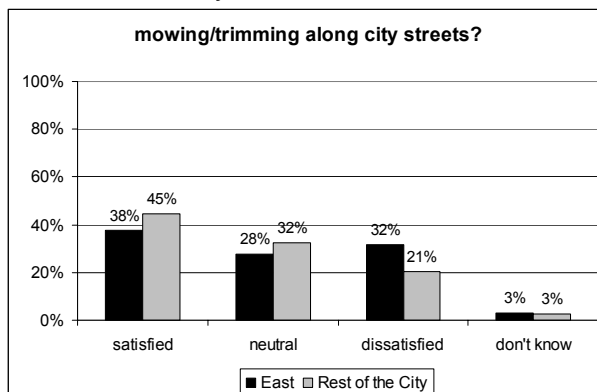
Survey questions regarding satisfaction with streets asked about:

- street maintenance,
- street smoothness,
- sidewalk conditions,
- maintenance of street signs and traffic signals,
- snow removal on major streets and in neighborhoods,
- mowing and tree trimming along streets and in public areas,
- street cleanliness, and
- adequacy of street lighting.

Summary. More east area respondents were dissatisfied with mowing and trimming along city streets and street cleanliness. In contrast, fewer south area respondents were dissatisfied with street cleanliness and snow removal in residential areas.

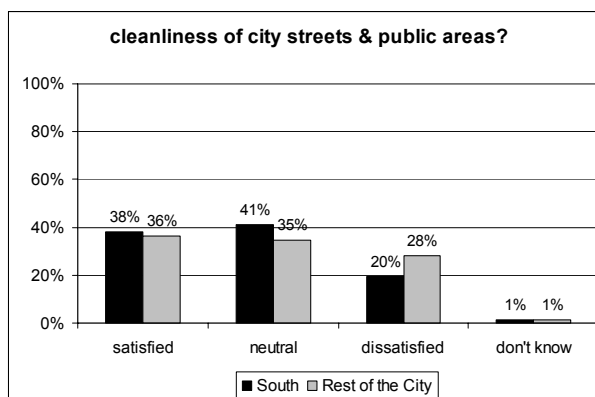
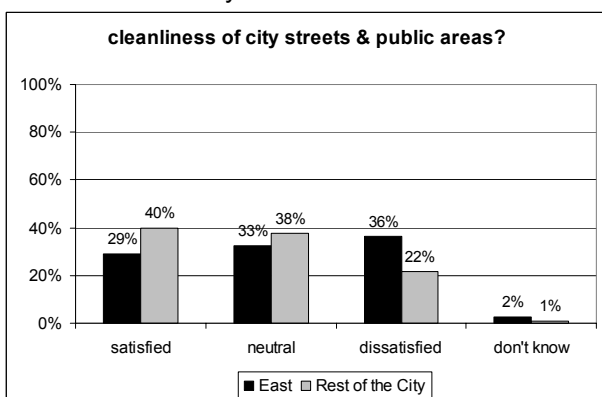
More east area respondents were dissatisfied with mowing and tree trimming along city streets than respondents in the rest of the city. About one-third (32%) of east area respondents rated this activity as 1 or 2 (dissatisfied), on a scale of 1-5 where 1 means very dissatisfied and 5 means very satisfied. About 20 percent of the respondents from the rest of the city were dissatisfied with this activity.

How satisfied are you with. . . .



When asked about the cleanliness of city streets and public areas, fewer east area respondents (29%) rated it a 4 or 5 (satisfied), with more (36%) rating it a 1 or 2 (dissatisfied). In contrast, forty percent of respondents in the rest of the city were satisfied with this activity and only 22 percent said they were dissatisfied. The percent of south area respondents who expressed dissatisfaction was slightly lower (20%).

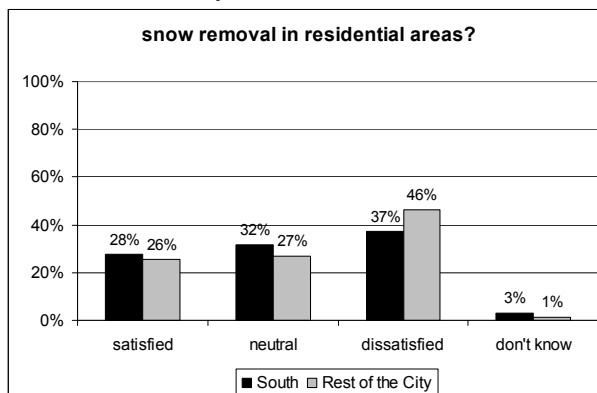
How satisfied are you with. . . .



Citizen Survey Results by Geographic Area

Fewer south area residents were dissatisfied with snow removal in residential areas. About 37 percent of them rated this item as 1 or 2 (dissatisfied), while 46 percent of the respondents from the rest of the areas of the city rated snow removal in residential areas the same way.

How satisfied are you with. . . .



Public Safety

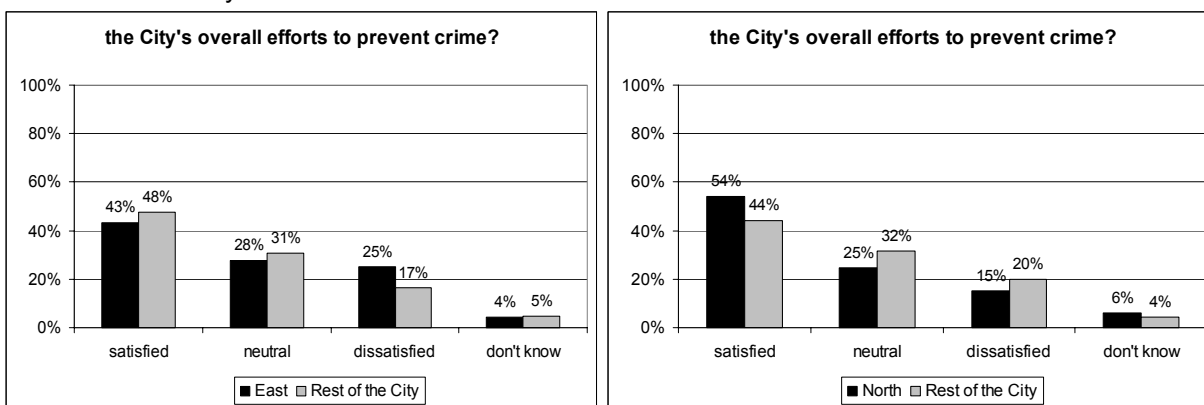
Survey questions regarding public safety asked about satisfaction with:

- the quality of local police protection,
- visibility of police in neighborhoods and retail areas,
- the city's overall efforts to prevent crime,
- enforcement of local traffic laws,
- overall quality of local fire protection,
- overall quality of local ambulance service,
- how quickly public safety personnel respond to emergencies,
- quality of animal control services,
- the city's efforts to enhance fire protection, and
- the city's municipal court.

Summary. More east area respondents were dissatisfied with the city's overall efforts to prevent crime, while more north area respondents were satisfied than respondents in other areas. More east area respondents were also dissatisfied with the quality of local police protection and animal control services than respondents in the rest of the city, especially north area respondents. More east area respondents were dissatisfied with the visibility of police in neighborhoods, while more west area respondents were dissatisfied with police visibility in retail areas. However, more east area respondents were satisfied with the quality of fire protection, the city's efforts to enhance fire protection, and the quality of local ambulance service.

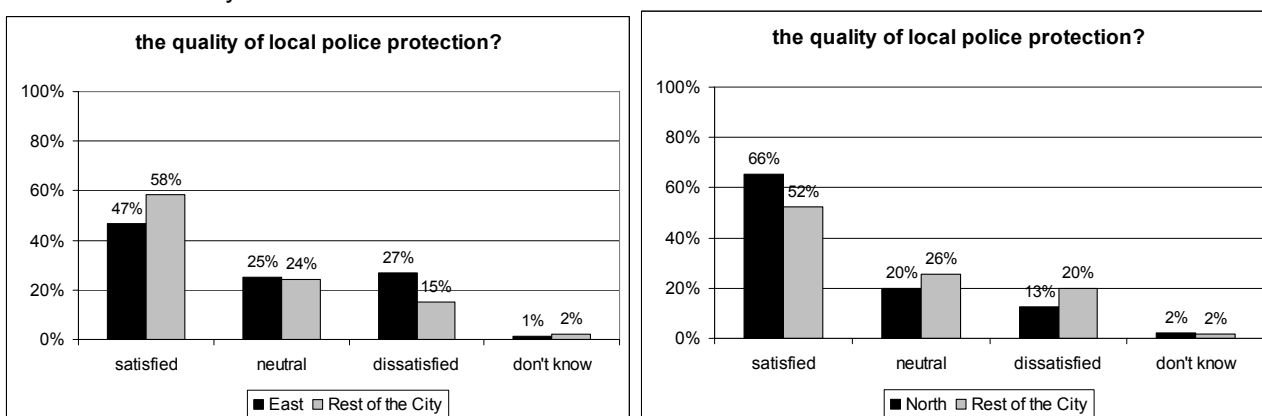
About one-fourth of east area respondents rated the city's overall efforts to prevent crime as 1 or 2 (dissatisfied), on a scale of 1-5 where 1 means very dissatisfied and 5 means very satisfied. In contrast, only about 15 percent of north area respondents were dissatisfied. More than half (54%) were satisfied with the city's overall efforts to prevent crime, significantly more than the percentage of satisfied respondents in the rest of the city (44%).

How satisfied are you with. . . .



Fewer than half (47%) of east area respondents rated their satisfaction with the quality of local police protection as 4 or 5 (satisfied), and over one-fourth (27%) rated it as 1 or 2 (dissatisfied). In contrast, two-thirds (66%) of north area respondents were satisfied with police protection compared to only 52 percent of respondents in the rest of the city.

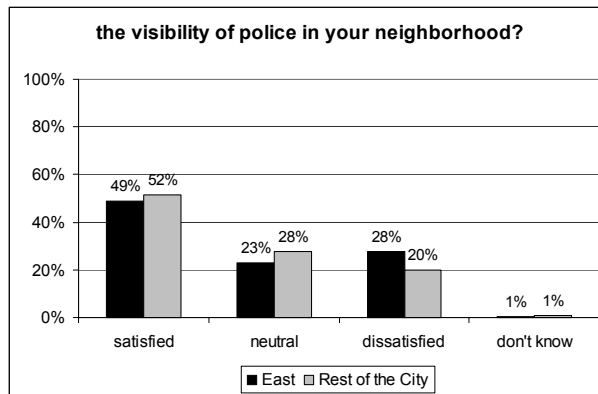
How satisfied are you with. . . .



Citizen Survey Results by Geographic Area

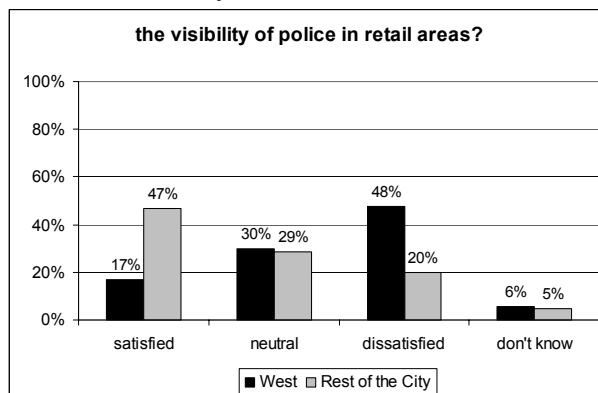
About 28 percent of the east area respondents rated visibility of police in neighborhoods as 1 or 2 (dissatisfied), while only 20 percent of the respondents from the rest of the city rated police visibility in neighborhoods the same way.

How satisfied are you with. . . .



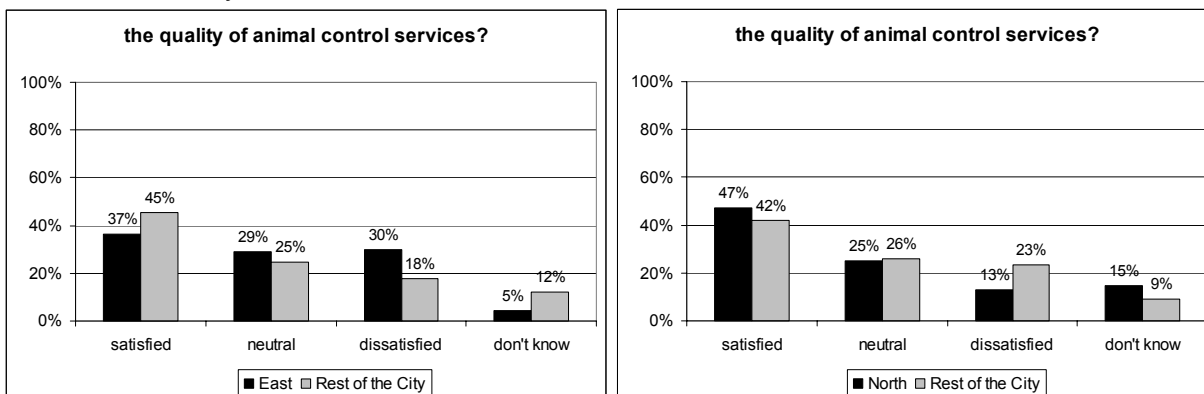
West area respondents were less satisfied with the visibility of police in retail areas. About 17 percent of them rated this item as 4 or 5 (satisfied) and almost half of them (48%) rated it as 1 or 2 (dissatisfied). For the rest of the city, 47 percent were satisfied and only 20 percent were dissatisfied.

How satisfied are you with. . . .



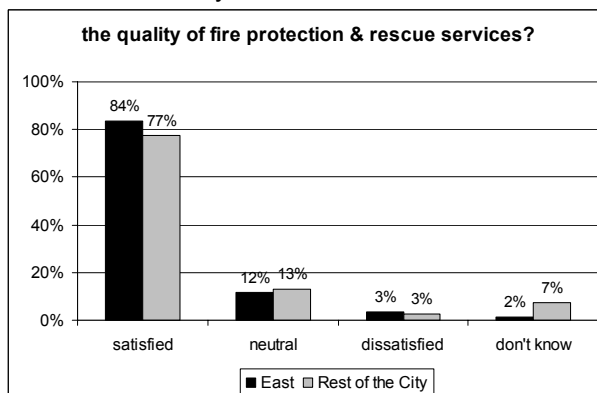
Thirty percent of east area respondents rated the quality of animal control services as 1 or 2 (dissatisfied), compared to 18 percent of respondents from the rest of the city and 13 percent of north area respondents. Fewer east area respondents (5%) answered “don’t know” when asked this question, while 12 percent of respondents in the rest of the city answered “don’t know.”

How satisfied are you with. . . .



About 84 percent of east area respondents rated the quality of fire protection and rescue services as a 4 or 5 (satisfied), compared to only 77 percent of respondents in the rest of the city.

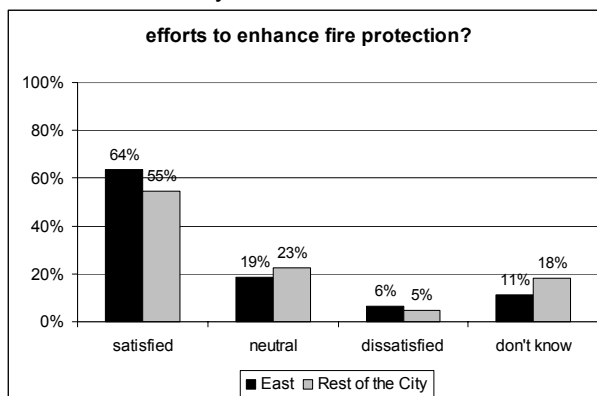
How satisfied are you with. . . .



Citizen Survey Results by Geographic Area

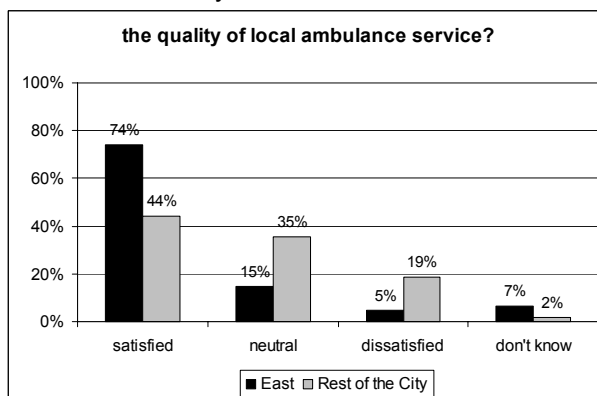
Sixty-four percent of east area respondents were satisfied with the city's efforts to enhance fire protection, while for the other areas of the city, only 55 percent of respondents were satisfied. Fewer (11%) of east area respondents answered "don't know" when asked this question, compared to 18 percent of respondents in the rest of the city.

How satisfied are you with. . . .



East area respondents were also more satisfied with the quality of local ambulance service. Over 70 percent rated quality of local ambulance services as a 4 or 5 (satisfied) compared to only 44 percent of respondents in the rest of the city. Five percent were dissatisfied, while in the rest of the city, about 19 percent expressed dissatisfaction.

How satisfied are you with. . . .



Parks and Recreation

Parks and Recreation survey questions asked about citizen satisfaction with:

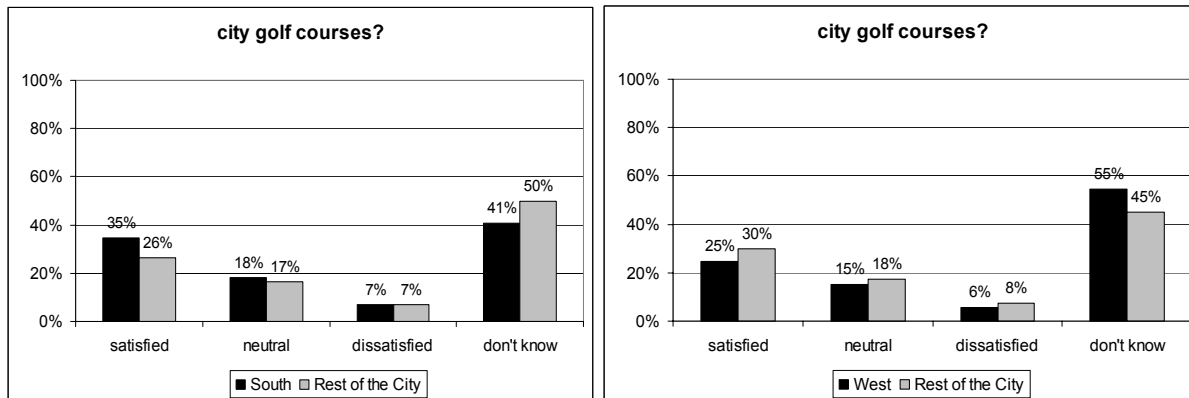
- park maintenance,
- boulevard and parkway maintenance,
- location of city parks,
- walking and biking trails,
- maintenance of community centers,
- city swimming pools,
- city golf courses,
- outdoor athletic fields,
- youth and adult athletic programs,
- other city recreation programs,
- ease of registering for programs, and
- the reasonableness of fees charged for recreation programs.

Summary. More south area respondents were satisfied with city golf courses. Fewer south area respondents answered “don’t know” when asked about this activity, and the highest percentage of “don’t know” responses came from west area respondents. More east area respondents were dissatisfied with outdoor athletic fields, while fewer north area respondents were dissatisfied with youth athletic programs and the ease of registering for parks and recreation programs. Fewer east area respondents answered “don’t know” when asked about maintenance of city community centers than respondents in the rest of the city, especially north area respondents. Fewer east area respondents answered “don’t know” when asked about city swimming pools and programs than other areas, particularly north area respondents.

Citizen Survey Results by Geographic Area

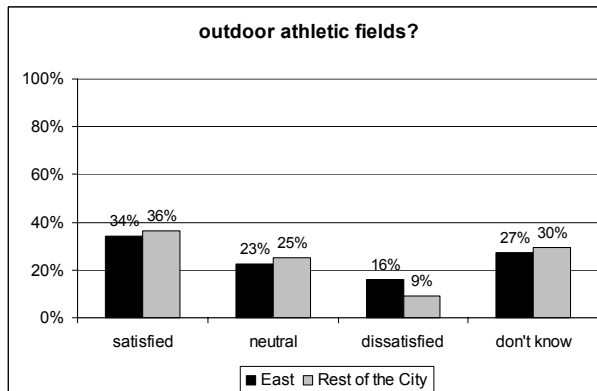
Thirty-five percent of south area respondents rated city golf courses as 4 or 5 (satisfied), on a scale of 1-5 where 1 means very dissatisfied and 5 means very satisfied, compared to about one-fourth (26%) of respondents in the rest of the city. Fewer south area respondents (41%) answered “don’t know” when asked about their satisfaction with city golf courses. In the rest of the city, about half of respondents answered “don’t know.” This percentage was even greater in the west, as about 55 percent of respondents answered “don’t know” when asked about city golf courses.

How satisfied are you with. . . .



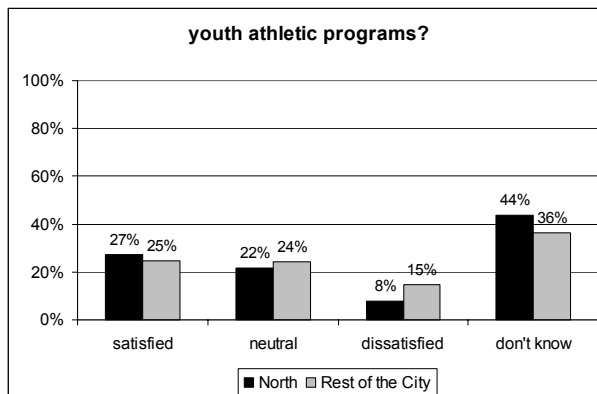
Over 16 percent of east area respondents were dissatisfied with outdoor athletic fields, rating it 1 or 2 (dissatisfied), compared to only nine percent of respondents in the rest of the city.

How satisfied are you with. . . .



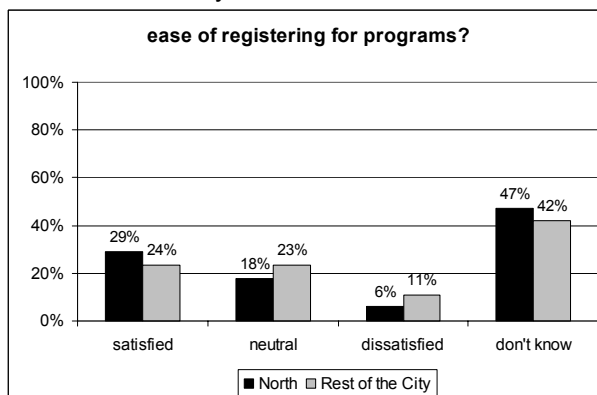
Fewer north area respondents were dissatisfied with youth athletic programs. About eight percent rated this activity as 1 or 2 (dissatisfied), compared to almost 15 percent of respondents in the rest of the city.

How satisfied are you with. . . .



Fewer north area respondents were also dissatisfied with the ease of registering for programs. Six percent of north area respondents rated this activity as 1 or 2 (dissatisfied), compared to 11 percent of respondents in the rest of the city.

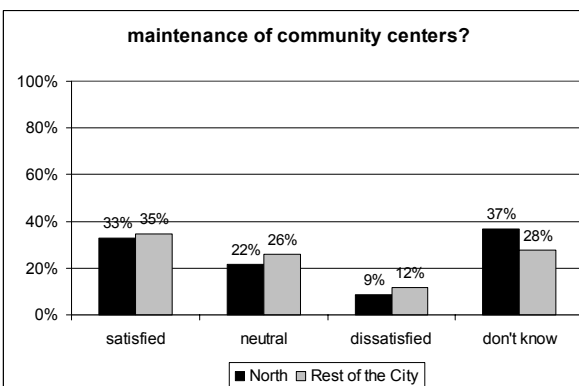
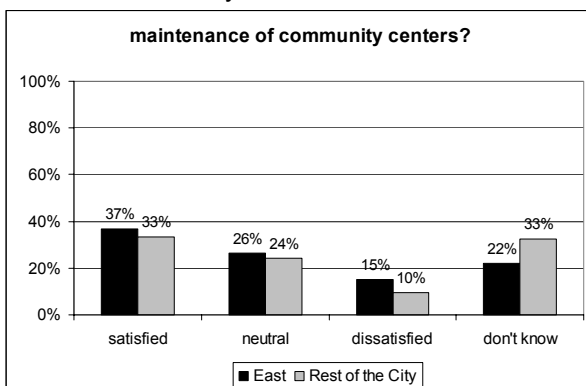
How satisfied are you with. . . .



Citizen Survey Results by Geographic Area

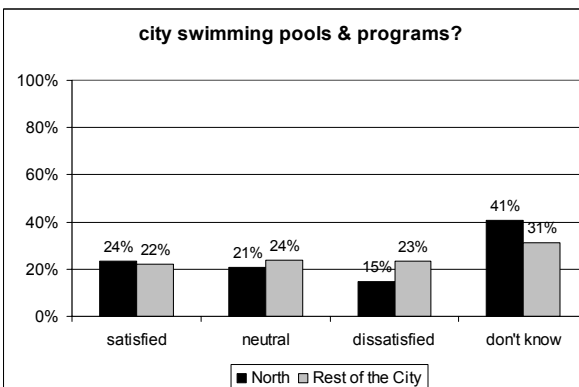
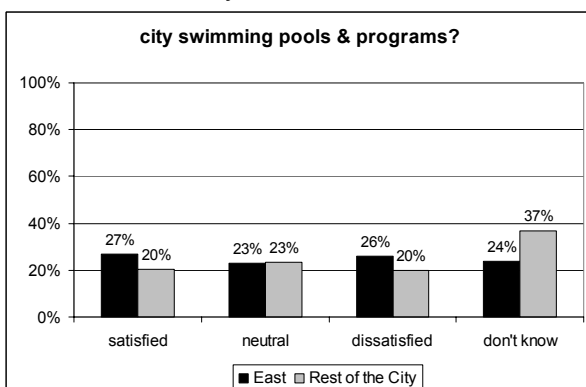
Significantly fewer east area respondents (22 percent) answered “don’t know” when asked about their satisfaction with the maintenance of city community centers. A third (33%) of respondents in the rest of the city gave the same response. Slightly more (37%) of north area respondents answered “don’t know” when asked about community center maintenance.

How satisfied are you with. . . .



Twenty-four percent of east area respondents answered “don’t know” when asked about their satisfaction with city swimming pools and programs, compared to more than a third (37%) of respondents in the rest of the city. In contrast, almost 41 percent of north area respondents answered “don’t know,” when asked this question.

How satisfied are you with. . . .



Code and Ordinance Enforcement

Survey questions regarding code and ordinance enforcement measured satisfaction with:

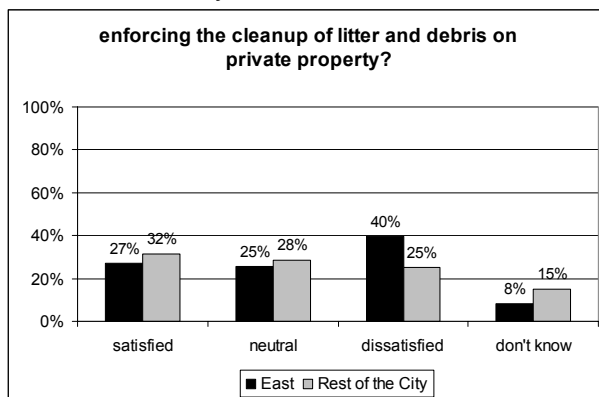
- enforcing the clean up of litter and debris on private property,
- enforcing the mowing and cutting of weeds on private property,
- enforcing the maintenance of residential property,
- enforcing the exterior maintenance of business property,
- enforcing codes designed to protect public health and safety,
- enforcing and prosecuting illegal dumping activities,
- enforcing equal opportunity among all citizens,
- overall quality of trash collection services, and
- timely removal of abandoned cars.

Summary. East area respondents were dissatisfied with many of the city's code and ordinance enforcement efforts. More east area respondents were dissatisfied with the quality of trash collection, the timely removal of abandoned cars, the city's efforts to enforce prohibitions against illegal dumping, and the clean up of litter and debris and the mowing and cutting of weeds on private property. More were dissatisfied with the enforcement of maintenance requirements on residential property than those in the rest of the city, especially north area respondents. Finally, more east area respondents were dissatisfied with the city's efforts to enforce equal opportunity requirements among all citizens than respondents in the rest of city, especially those in the south area.

Citizen Survey Results by Geographic Area

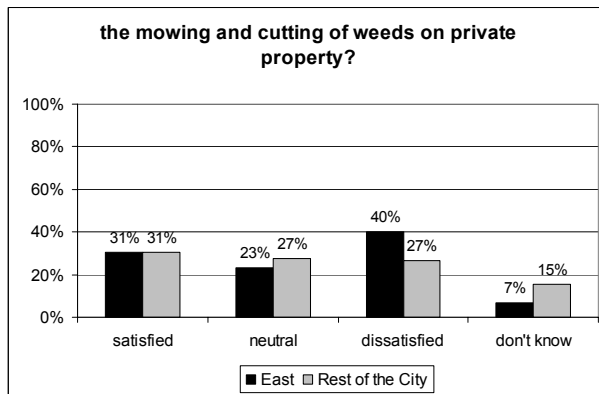
Almost 40 percent of east area respondents rated enforcing the clean up litter and debris on private property as 1 or 2 (dissatisfied) on a scale of 1-5 where 1 means very dissatisfied and 5 means very satisfied. A fourth (25%) of respondents in the rest of the city expressed similar dissatisfaction. Fewer east area respondents (8%) answered “don’t know,” compared to about 15 percent of respondents in the rest of the city.

How satisfied are you with. . . .



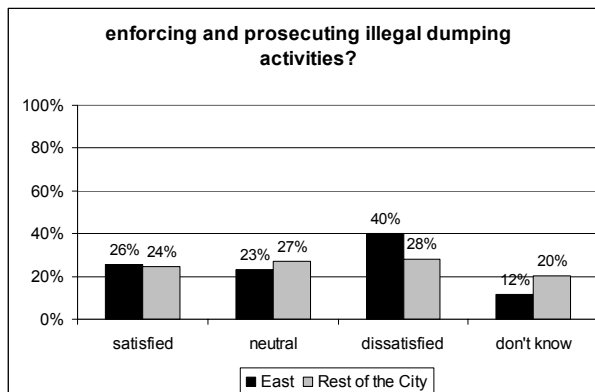
Forty percent of east area respondents were also dissatisfied with the mowing and cutting of weeds on private property, while only about a fourth (27%) of respondents in the rest of the city were similarly dissatisfied. Only seven percent of east area respondents answered “don’t know” when asked about this activity, compared to 15 percent of respondents in the rest of the city.

How satisfied are you with. . . .



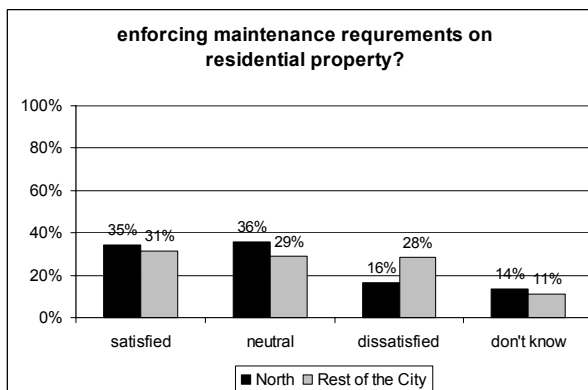
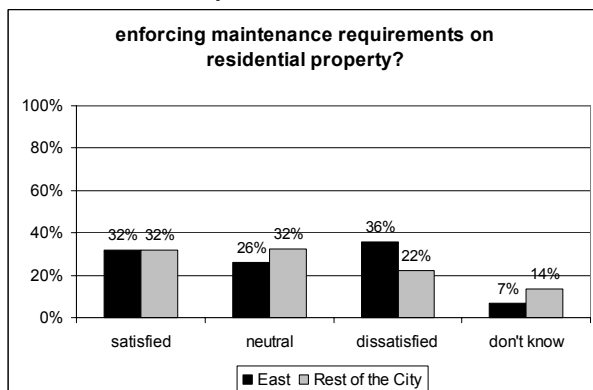
More east area respondents (40%) were dissatisfied with the city's efforts to enforce and prosecute illegal dumping activities. Only about a fourth (28%) of respondents in the rest of the city were also dissatisfied.

How satisfied are you with. . . .



More east area respondents were dissatisfied with the city's enforcement of maintenance requirements on residential property. Thirty-six percent rated this activity as 1 or 2 (dissatisfied), while only 22 percent of respondents in the rest of the city and only 16 percent of north area respondents were dissatisfied with the city's enforcement efforts. Fewer east area respondents (7%) answered "don't know" when asked about this activity, compared to about 14 percent of respondents in the rest of the city.

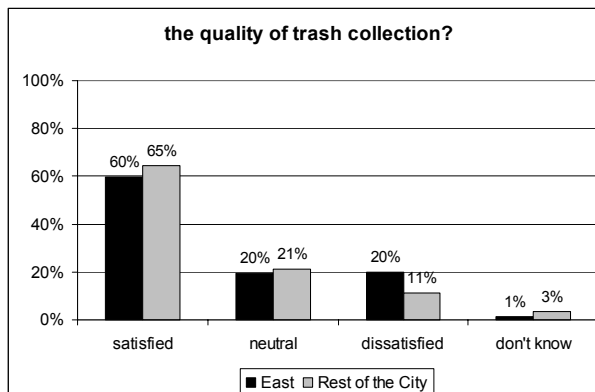
How satisfied are you with. . . .



Citizen Survey Results by Geographic Area

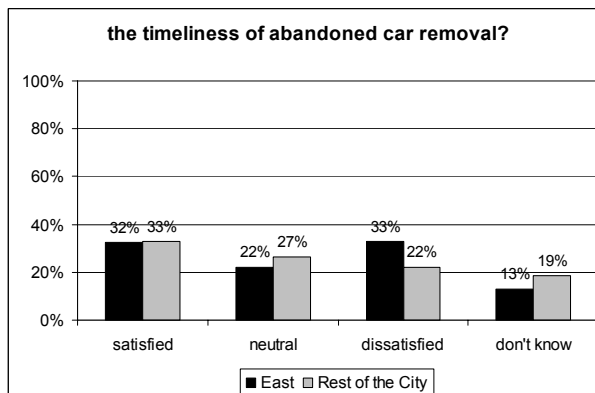
About 20 percent of east area respondents were dissatisfied with the quality of trash collection services, rating it 1 or 2 (dissatisfied). Only 11 percent of the respondents in the rest of the city gave the same ratings.

How satisfied are you with. . . .



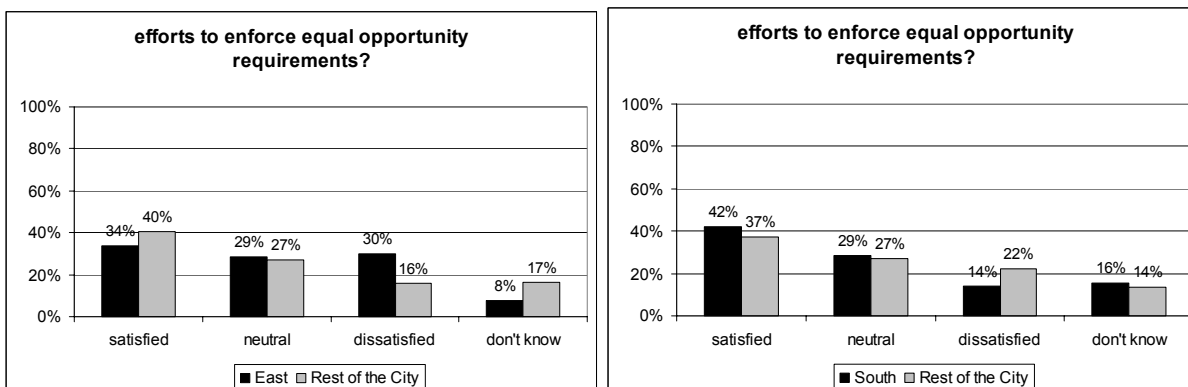
About one-third of east area respondents (33%) were dissatisfied with the timely removal of abandoned cars. Only about 22 percent of the respondents in the rest of the city expressed similar dissatisfaction.

How satisfied are you with. . . .



More east area respondents were also dissatisfied with the city's efforts to enforce equal opportunity among all citizens. Thirty percent of east area respondents rated it 1 or 2 (dissatisfied) compared to only 16 percent of respondents in the rest of the city and 14 percent of south area respondents. More east area respondents were familiar with this activity as only eight percent answered "don't know" when asked about enforcement efforts, compared to about 17 percent of respondents in the rest of the city.

How satisfied are you with. . . .



Overall Quality of Life

Survey questions regarding the overall quality of life sought to find out satisfaction with:

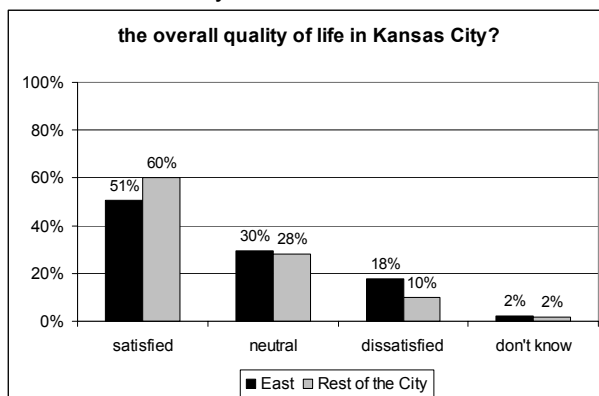
- overall quality of services provided by the city,
- overall value received for tax dollars and fees,
- overall image of the city,
- how well the city is planning for growth,
- overall quality of life in the city,
- overall feeling of safety,
- overall quality of leadership provided by the city's elected officials,
- overall effectiveness of appointed boards and commissions,
- overall effectiveness of the City Manager and appointed staff, and
- Kansas City as a place to live, raise children, and work.

Summary. Fewer east area respondents were satisfied with the overall quality of life in Kansas City. Fewer were satisfied with their overall feeling of safety in the city than those in the rest of the city, especially north area respondents. Fewer rated Kansas City as an excellent/good place to live, work, or raise children. Fewer also felt safe at home, in their neighborhoods, and in city parks. More north area respondents were satisfied with their overall feeling of safety, felt the city was an excellent/good place to raise children, and felt safe at home and in their neighborhoods. Also, fewer north area respondents felt unsafe in city parks at night. More west area respondents felt safe in city parks during the day, while more south area residents felt unsafe in city parks at night.

Citizen Survey Results by Geographic Area

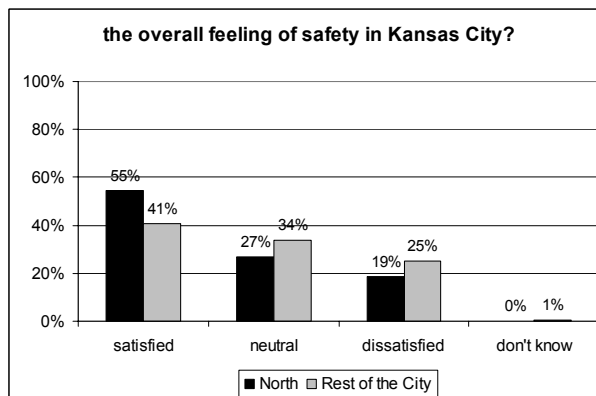
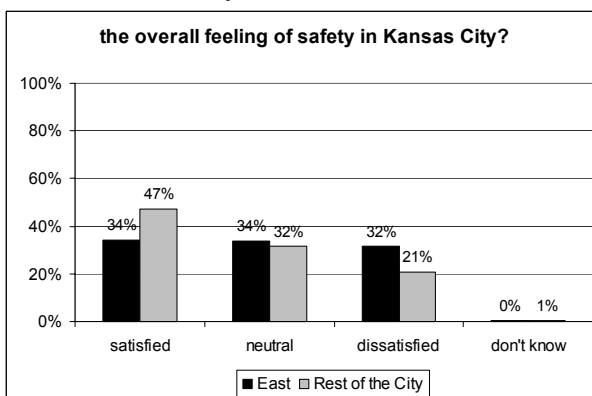
About half (51%) of the east area respondents rated their overall quality of life in the city as 4 or 5 (satisfied) on a scale of 1-5, where 1 means very dissatisfied and 5 means very satisfied. Almost 18 percent rated it as 1 or 2 (dissatisfied). In the other three areas of the city, 60 percent of respondents were satisfied and 10 percent reported dissatisfaction.

How satisfied are you with. . . .



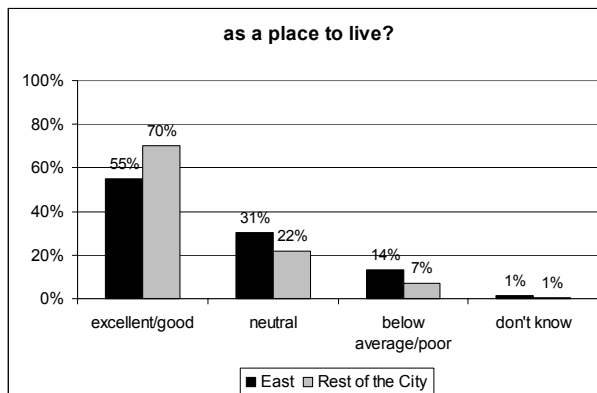
Only 34 percent of east area respondents rated their overall feeling of safety in the city as 4 or 5 (satisfied), compared to almost half (47%) of respondents in the rest of the city. Almost a third (32%) of east area respondents were dissatisfied, compared to about 21 percent of respondents in the rest of the city. In the north area, more than half (55%) were satisfied and fewer (27%) answered “neutral.”

How satisfied are you with. . . .



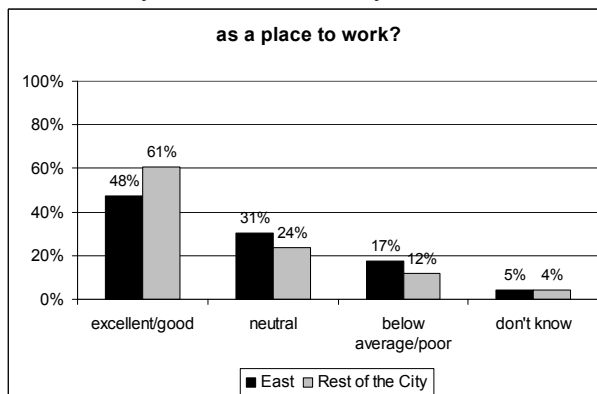
Fifty-five percent of east area respondents rated Kansas City as an excellent (5) or good (4) place to live, on a scale of 1-5, where 1 means poor and 5 means excellent, compared to 70 percent of respondents in the rest of the city. More east area respondents (31%) responded “neutral” when asked this question than respondents in the rest of the city (22%). More east area respondents (14%) rated Kansas City as a below average (2) or poor (1) place to live, while only seven percent of respondents in the rest of the city gave similar responses.

How would you rate Kansas City, Missouri. . . .



Fewer than half (48%) of the east area respondents rated Kansas City as a good or excellent place to work, compared to over 60 percent of respondents in the rest of the city.

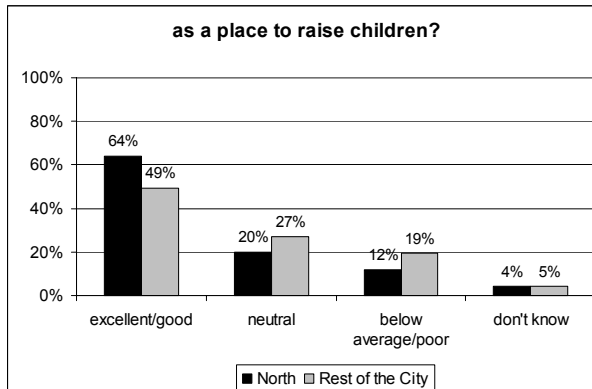
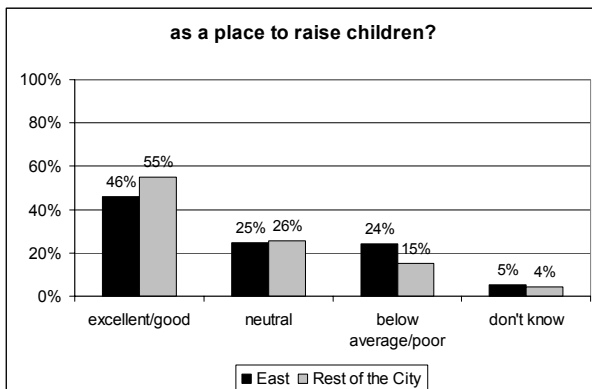
How would you rate Kansas City, Missouri. . . .



Citizen Survey Results by Geographic Area

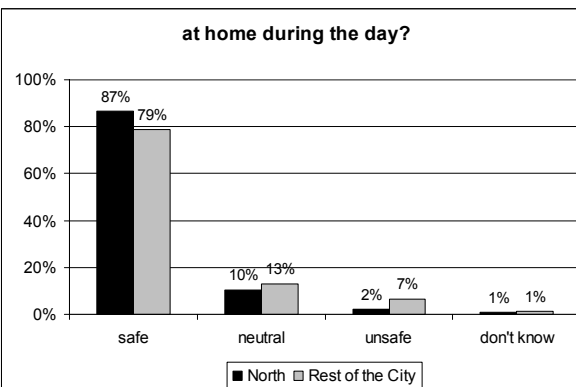
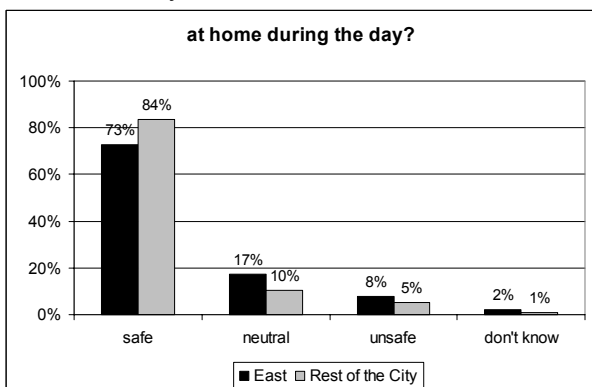
Almost one-fourth (24%) of east area respondents rated Kansas City as a poor (1) or below average (2) place to raise children, compared to about 15 percent of respondents in the rest of the city. In contrast, only about 12 percent of north area respondents rated Kansas City as a below average (2) or poor (1) place to raise children. Correspondingly, 64 percent of north area respondents rated Kansas City as a good (4) or excellent (5) place to raise children, compared to 49 percent of respondents in the rest of the city.

How would you rate Kansas City, Missouri. . . .



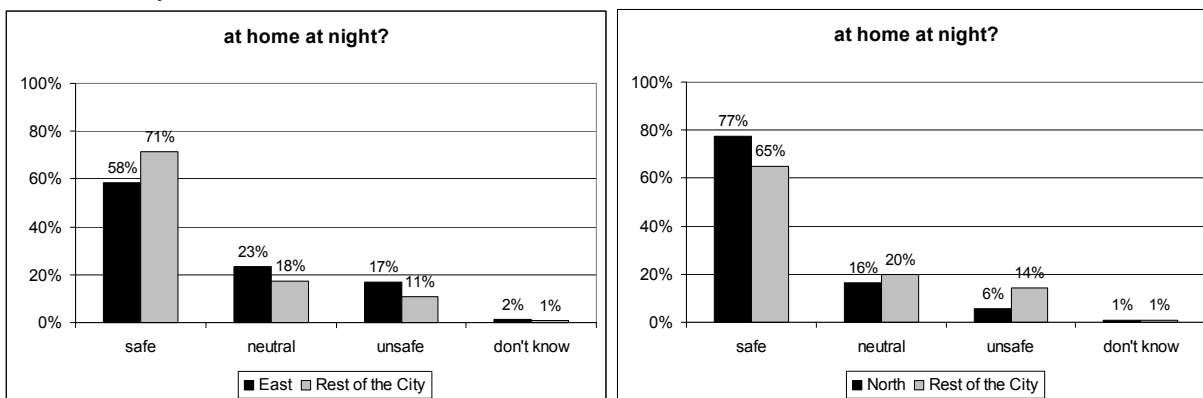
About 73 percent of east area respondents rated their feeling of safety at home during the day as 4 or 5 (safe), on a scale of 1-5 where 1 means very unsafe and 5 means very safe, compared to 84 percent of respondents in the rest of the city. More east area respondents (17%) answered “neutral” when asked this question, compared to only about 10 percent of respondents in the rest of the city. In contrast, almost 87 percent of north area respondents felt safe at home during the day, and only two percent of them felt unsafe.

How safe do you feel. . . .



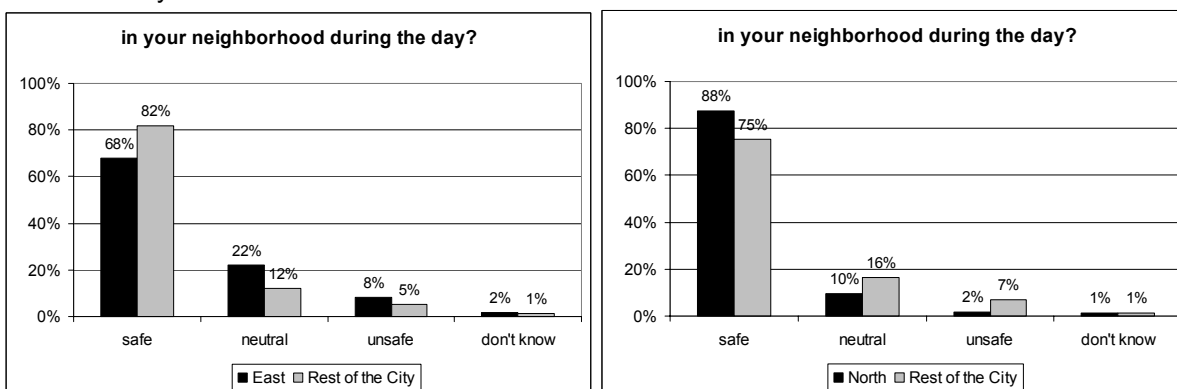
Only 58 percent of east area respondents felt safe at home at night, compared to 71 percent of respondents in the rest of the city. More north area respondents (77%) felt safe at home at night. Only six percent felt unsafe.

How safe do you feel. . . .



Fewer east area respondents (68%) felt safe in their neighborhood during the day, while almost a fourth (22%) answered “neutral” when asked this question. More north area respondents (88%) felt safe in their neighborhood during the day. Only 10 percent answered “neutral” when asked this question, and only two percent reported feeling unsafe.

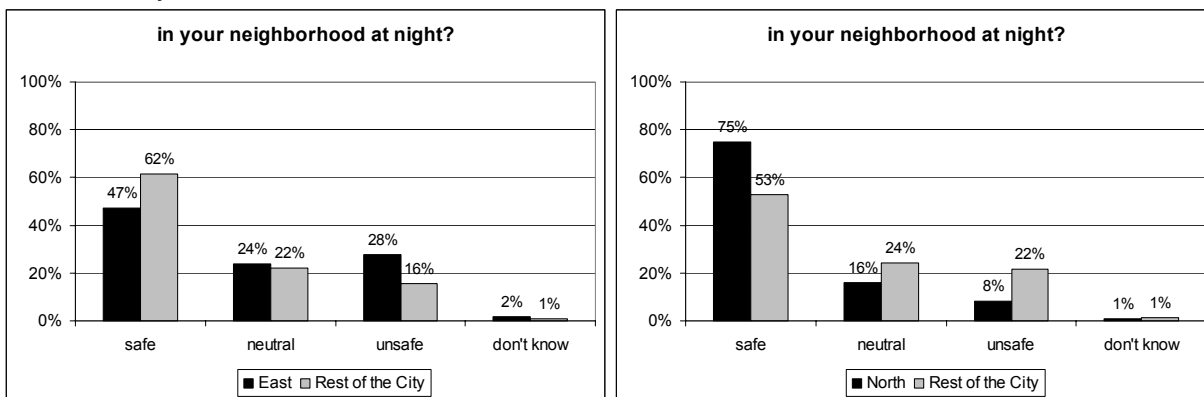
How safe do you feel. . . .



Citizen Survey Results by Geographic Area

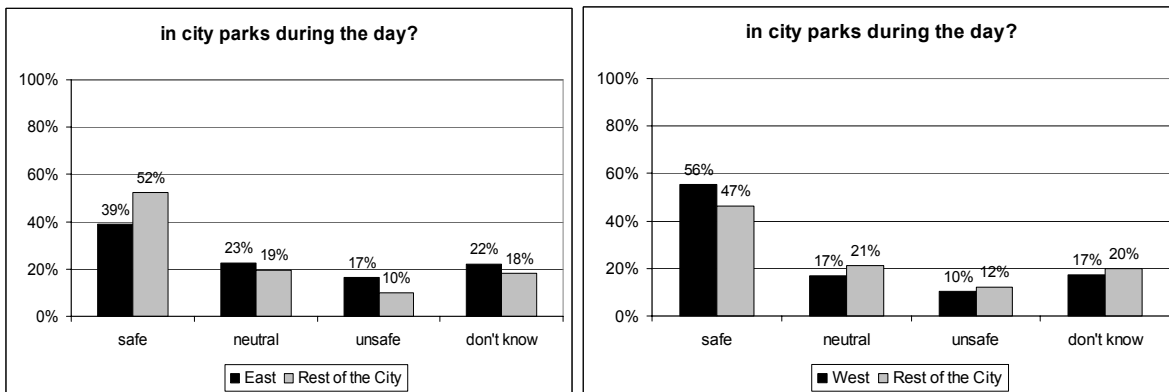
Under half (47%) of east area respondents felt safe in their neighborhood at night, and more than a fourth (28%) felt unsafe. In the north area, 75 percent felt safe, compared to about half (53%) of respondents in the rest of the city. About 16 percent answered “neutral” when asked this question, compared to 24 percent of respondents in the rest of the city. Eight percent felt unsafe, compared to about 22 percent of respondents in the rest of the city. Eight percent felt unsafe, compared to about 22 percent of respondents in the rest of the city.

How safe do you feel. . . .



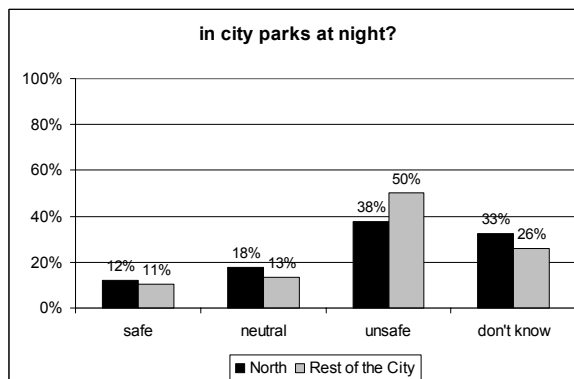
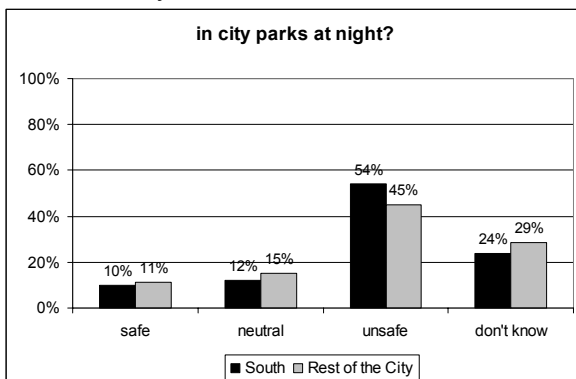
About 39 percent of east area respondents rated feeling safe in city parks during the day as 4 or 5 (safe), compared to more than half (52%) of respondents in the rest of the city. In contrast, more than half (56%) of west area respondents felt safe in city parks during the day. About 17 percent of east area respondents felt unsafe, compared to about 10 percent of respondents in the rest of the city.

How safe do you feel. . . .



Over half (54%) of south area respondents responded feeling unsafe in city parks at night, significantly more than the respondents in the rest of the city (45%). About 38 percent of north area respondents felt unsafe in city parks at night.

How safe do you feel. . . .



Citizen Survey Results by Geographic Area

Appendix A

Responses to Survey Questions by Geographic Area

Citizen Survey Results by Geographic Area

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 1. How satisfied are you with. . .								
Q1a. overall quality of police, fire & ambulance services?								
very satisfied/satisfied	62.5	66.0	64.5	65.2	65.6	64.9	68.2	64.1
neutral	19.8	21.0	23.4	19.6	18.6	21.3	20.5	20.7
very dissatisfied/dissatisfied	11.4	7.1	6.3	9.0	8.6	8.2	6.4	8.8
don't know	6.3	5.9	5.7	6.2	7.2	5.7	4.9	6.3
Q1b. overall quality of city parks & recreation programs and facilities?								
very satisfied/satisfied	46.4	49.2	46.5	49.1	47.3	48.8	54.5	46.7
neutral	29.0	24.9	27.6	25.4	24.4	26.5	22.0	27.2
very dissatisfied/dissatisfied	13.2	14.1	14.4	13.7	16.8	13.0	11.0	14.7
don't know	11.4	11.8	11.4	11.7	11.5	11.7	12.5	11.4
Q1c. overall maintenance of city streets, building, and facilities?								
very satisfied/satisfied	23.4	19.0	19.2	20.6	19.0	20.7	18.9	20.6
neutral	25.7	28.8	29.1	27.5	25.8	28.6	31.4	27.0
very dissatisfied/dissatisfied	49.7	51.6	51.0	51.1	54.9	50.0	48.9	51.7
don't know	1.2	0.6	0.6	0.8	0.4	0.9	0.8	0.7
Q1d. overall quality of city water utilities?								
very satisfied/satisfied	64.9	63.7	64.8	63.8	61.7	64.8	64.4	64.0
neutral	17.7	22.5	21.6	21.0	24.4	20.2	21.6	21.0
very dissatisfied/dissatisfied	16.5	11.7	11.7	13.6	11.1	13.6	12.5	13.2
don't know	0.9	2.1	1.8	1.7	2.9	1.4	1.5	1.8
Q1e. overall enforcement of city codes and ordinances?								
very satisfied/satisfied	40.2	43.2	44.1	41.7	42.6	42.3	42.8	42.3
neutral	22.2	26.6	23.1	26.2	26.9	24.9	30.7	23.9
very dissatisfied/dissatisfied	28.2	16.9	18.3	20.7	19.0	20.3	12.9	22.0
don't know	9.6	13.2	14.4	11.4	11.5	12.5	13.6	11.8
Q1f. overall quality of customer service you receive from city employees?								
very satisfied/satisfied	54.5	50.7	51.6	51.8	50.2	52.2	50.0	52.2
neutral	23.1	24.1	24.3	23.6	25.4	23.3	22.3	24.2
very dissatisfied/dissatisfied	17.4	17.0	16.2	17.4	16.9	17.2	18.2	16.8
don't know	5.1	8.2	7.8	7.2	7.5	7.3	9.5	6.8
Q1g. overall effectiveness of city communication with the public?								
very satisfied/satisfied	40.1	40.8	42.9	39.7	31.9	43.2	47.3	38.7
neutral	31.1	33.2	33.3	32.4	38.4	30.9	27.7	34.0
very dissatisfied/dissatisfied	24.3	20.7	20.1	22.3	24.7	20.8	17.4	22.9
don't know	4.5	5.3	3.6	5.6	5.0	5.0	7.6	4.3

* Shaded figures indicate statistically significant differences at $p < .05$.

Citizen Survey Results by Geographic Area

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 1. How satisfied are you with. . . .								
Q1h. overall quality of the city's stormwater runoff/management system?								
very satisfied/satisfied	42.2	41.2	40.5	41.9	38.0	42.5	45.5	40.4
neutral	23.4	26.9	27.6	25.3	26.2	25.9	26.9	25.7
very dissatisfied/dissatisfied	25.5	21.8	22.5	23.0	25.1	22.1	17.4	24.3
don't know	9.0	10.0	9.3	9.9	10.8	9.5	10.2	9.6
Q1i. overall quality of local public health services?								
very satisfied/satisfied	54.5	49.8	53.1	50.3	49.1	51.7	46.2	52.5
neutral	17.4	20.8	20.7	19.5	18.3	20.3	23.5	18.8
very dissatisfied/dissatisfied	16.2	11.5	12.3	12.9	13.6	12.4	8.0	14.1
don't know	12.0	18.0	13.8	17.3	19.0	15.6	22.3	14.7
Q1j. overall flow of traffic?								
very satisfied/satisfied	45.2	42.2	42.6	43.1	40.2	43.8	43.6	42.8
neutral	29.3	31.7	30.9	31.1	34.8	30.0	29.5	31.5
very dissatisfied/dissatisfied	22.8	24.4	25.2	23.5	22.9	24.3	25.0	23.7
don't know	2.7	1.7	1.2	2.3	2.2	1.9	1.9	2.0
Q1k. overall quality of airport facilities?								
very satisfied/satisfied	52.7	62.5	58.5	60.2	59.1	59.9	70.8	56.6
neutral	19.2	16.8	16.5	17.8	19.4	16.9	14.4	18.3
very dissatisfied/dissatisfied	5.7	6.2	8.7	5.1	3.6	6.9	6.1	6.1
don't know	22.5	14.5	16.2	16.9	17.9	16.3	8.7	18.9
Q1l. overall quality of city convention facilities?								
very satisfied/satisfied	51.8	51.7	52.8	51.3	50.5	52.1	51.5	51.8
neutral	21.0	21.1	21.0	21.1	19.4	21.6	23.1	20.5
very dissatisfied/dissatisfied	6.6	7.0	8.1	6.3	5.7	7.2	6.8	6.8
don't know	20.7	20.2	18.0	21.2	24.4	19.1	18.6	20.8
Question 2, asking respondents to prioritize major categories of city services is excluded from this appendix.								
Question 3. How satisfied are you with. . . .								
Q3a. overall quality of services provided by the city of Kansas City, Missouri?								
very satisfied/satisfied	50.0	53.4	55.5	51.2	50.9	52.9	53.0	52.2
neutral	29.9	34.0	32.4	33.1	36.6	31.8	33.3	32.8
very dissatisfied/dissatisfied	18.0	11.2	11.1	13.8	10.4	13.8	12.1	13.3
don't know	2.1	1.5	0.9	1.9	2.2	1.5	1.5	1.7
Q3b. overall value that you receive for your city tax dollars and fees?								
very satisfied/satisfied	36.5	34.4	35.4	34.8	31.5	36.0	36.0	34.6
neutral	26.9	34.9	33.6	32.4	35.8	31.8	35.6	31.9
very dissatisfied/dissatisfied	33.6	26.0	26.1	28.9	28.3	28.0	23.5	29.4
don't know	3.0	4.7	4.8	4.0	4.3	4.2	4.9	4.0

* Shaded figures indicate statistically significant differences at $p < .05$.

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 3. How satisfied are you with. . .								
Q3c. overall image of the city?								
very satisfied/satisfied	51.2	52.9	55.5	51.3	49.1	53.5	53.8	52.1
neutral	24.9	28.3	26.4	27.7	30.1	26.5	28.8	27.0
very dissatisfied/dissatisfied	21.3	18.1	17.4	19.6	20.4	18.6	16.7	19.7
don't know	2.7	0.6	0.6	1.4	0.4	1.4	0.8	1.3
Q3d. how well the city is planning growth?								
very satisfied/satisfied	38.9	35.7	37.5	36.2	33.4	37.5	35.6	36.8
neutral	29.0	27.9	29.1	27.8	24.7	29.2	29.5	27.8
very dissatisfied/dissatisfied	23.4	27.2	23.1	27.3	32.2	24.3	26.9	25.9
don't know	8.7	9.4	10.2	8.8	9.7	9.0	8.0	9.5
Q3e. overall quality of life in the city?								
very satisfied/satisfied	50.6	60.1	58.5	57.0	60.2	56.6	61.7	56.3
neutral	29.6	28.3	28.8	28.6	27.2	29.1	28.8	28.6
very dissatisfied/dissatisfied	17.7	10.0	10.8	12.6	10.0	12.8	9.1	13.0
don't know	2.1	1.6	1.8	1.7	2.5	1.5	0.4	2.1
Q3f. overall feeling of safety in the city?								
very satisfied/satisfied	34.2	47.3	45.0	43.1	43.0	43.8	54.5	40.6
neutral	33.8	31.5	32.1	32.2	35.1	31.3	26.9	33.6
very dissatisfied/dissatisfied	31.8	20.7	21.9	24.4	21.2	24.4	18.6	25.2
don't know	0.3	0.6	0.9	0.3	0.7	0.4	0.0	0.6
Question 4. How satisfied are you with. . .								
Q4a. overall quality of local police protection?								
very satisfied/satisfied	46.7	58.4	54.9	55.3	55.9	55.0	65.5	52.3
neutral	25.1	24.1	27.0	23.4	24.7	24.3	19.7	25.7
very dissatisfied/dissatisfied	27.0	15.2	15.6	19.5	17.2	18.8	12.5	20.1
don't know	1.2	2.3	2.4	1.8	2.2	1.9	2.3	1.9
Q4b. the visibility of police in neighborhoods?								
very satisfied/satisfied	48.8	51.5	51.3	50.5	48.7	51.4	54.5	49.7
neutral	23.1	27.9	27.0	26.3	30.1	25.5	26.5	26.5
very dissatisfied/dissatisfied	27.6	19.8	21.3	22.1	20.4	22.3	17.0	23.3
don't know	0.6	0.9	0.3	1.0	0.7	0.9	1.9	0.5
Q4c. the visibility of police in retail areas?								
very satisfied/satisfied	45.5	47.6	45.0	47.7	16.9	46.8	50.8	46.0
neutral	26.3	29.8	30.3	28.3	29.7	28.6	29.2	28.8
very dissatisfied/dissatisfied	23.4	17.7	20.1	18.9	47.7	19.9	15.5	20.3
don't know	4.8	4.9	4.5	5.0	5.7	4.6	4.5	5.0

* Shaded figures indicate statistically significant differences at $p < .05$.

Citizen Survey Results by Geographic Area

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 4. How satisfied are you with. . .								
Q4d. the city's overall efforts to prevent crime?								
very satisfied/satisfied	43.1	47.6	44.1	47.2	45.5	46.6	54.2	44.1
neutral	27.8	30.9	33.6	28.7	33.7	29.0	24.6	31.6
very dissatisfied/dissatisfied	24.9	16.6	17.7	19.4	16.8	19.5	15.2	20.0
don't know	4.2	4.8	4.5	4.7	3.9	4.8	6.1	4.2
Q4e. enforcement of local traffic laws?								
very satisfied/satisfied	48.2	53.9	51.9	52.5	51.9	52.4	58.3	50.7
neutral	28.7	28.2	29.7	27.8	28.7	28.2	25.8	29.1
very dissatisfied/dissatisfied	19.2	14.0	15.0	15.6	15.1	15.5	11.7	16.5
don't know	3.9	3.9	3.3	4.1	4.3	3.8	4.2	3.8
Q4f. overall quality of local fire protection and rescue services?								
very satisfied/satisfied	83.5	77.3	77.4	79.6	77.8	79.4	76.5	79.7
neutral	11.7	12.8	13.2	12.2	12.2	12.6	12.9	12.4
very dissatisfied/dissatisfied	3.3	2.6	2.7	2.8	1.8	3.1	3.4	2.7
don't know	1.5	7.3	6.6	5.4	8.2	4.9	7.2	5.3
Q4g. quality of local ambulance service?								
very satisfied/satisfied	73.9	44.3	62.7	67.3	65.2	66.3	61.0	67.5
neutral	14.7	35.3	16.2	15.1	13.3	16.0	17.4	14.8
very dissatisfied/dissatisfied	4.8	18.8	5.1	4.7	4.6	4.8	4.5	4.9
don't know	6.6	1.6	15.9	13.0	16.8	12.9	17.0	12.9
Q4h. how quickly public safety personnel respond to emergencies?								
very satisfied/satisfied	62.2	57.4	56.7	59.5	57.4	59.2	58.3	58.9
neutral	20.1	18.0	18.0	18.8	19.4	18.4	16.7	19.1
very dissatisfied/dissatisfied	10.5	9.3	9.9	9.6	9.3	9.8	8.7	10.0
don't know	7.2	15.2	15.3	12.1	14.0	12.7	16.3	12.1
Q4i. quality of animal control?								
very satisfied/satisfied	36.5	45.4	47.1	41.4	41.6	43.3	47.3	41.8
neutral	29.0	24.7	23.7	26.7	25.4	26.0	25.0	26.1
very dissatisfied/dissatisfied	30.0	17.6	18.6	21.9	20.8	21.1	12.9	22.3
don't know	4.5	12.3	10.5	10.0	12.2	9.6	14.8	8.9
Q4j. city efforts to enhance fire protection?								
very satisfied/satisfied	63.8	54.7	54.0	58.4	55.9	57.6	54.2	58.0
neutral	18.6	22.5	22.8	20.9	20.8	21.6	23.9	20.7
very dissatisfied/dissatisfied	6.3	4.7	6.0	4.8	3.6	5.6	4.2	5.4
don't know	11.4	18.2	17.1	16.0	19.7	15.3	17.8	15.9

* Shaded figures indicate statistically significant differences at $p < .05$.

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 4. How satisfied are you with. . . .								
Q4k. the city's municipal court?								
very satisfied/satisfied	35.7	35.7	37.8	34.9	34.4	36.0	34.5	36.0
neutral	26.9	23.9	23.4	25.2	23.3	25.1	25.0	24.6
very dissatisfied/dissatisfied	14.4	13.1	13.5	13.4	15.4	12.9	10.2	14.4
don't know	23.1	27.3	25.2	26.5	26.9	25.9	30.3	24.9
Question 5, asking respondents to prioritize public safety services is excluded from this appendix.								
Question 6. How satisfied are you with. . . .								
Q6a. maintenance of city parks?								
very satisfied/satisfied	42.8	47.5	45.3	46.5	45.9	46.3	51.9	44.6
neutral	26.0	27.2	28.5	26.2	29.4	26.1	23.1	27.9
very dissatisfied/dissatisfied	17.4	12.0	12.9	13.7	14.0	13.3	8.7	14.8
don't know	13.8	13.4	13.2	13.6	10.8	14.3	16.3	12.7
Q6b. maintenance of boulevards & parkways?								
very satisfied/satisfied	44.9	46.9	48.0	45.8	45.6	46.7	47.0	46.7
neutral	28.1	29.2	30.3	28.4	30.5	28.5	26.5	29.6
very dissatisfied/dissatisfied	16.2	14.3	12.9	15.5	16.5	14.3	13.6	15.1
don't know	10.8	9.6	8.7	10.4	7.5	10.6	12.9	9.1
Q6c. the location of city parks?								
very satisfied/satisfied	49.4	53.3	54.3	51.4	56.9	50.8	48.1	53.4
neutral	26.3	26.1	25.8	26.3	25.1	26.5	27.7	25.8
very dissatisfied/dissatisfied	12.9	8.6	9.0	10.1	7.9	10.3	8.7	10.0
don't know	11.4	12.0	10.8	12.2	10.0	12.4	15.5	10.8
Q6d. walking & biking trails in the city?								
very satisfied/satisfied	31.2	33.9	35.1	32.4	36.6	32.1	29.5	34.2
neutral	22.2	25.8	26.7	24.1	26.2	24.4	24.2	24.9
very dissatisfied/dissatisfied	25.5	21.7	20.1	23.7	22.5	22.8	22.7	22.7
don't know	21.3	18.6	18.0	19.8	14.7	20.7	23.5	18.2
Q6e. maintenance of city community centers?								
very satisfied/satisfied	36.8	33.3	35.1	34.0	31.5	35.1	33.0	34.7
neutral	26.3	24.4	27.0	24.2	24.0	25.2	21.6	25.9
very dissatisfied/dissatisfied	15.0	9.7	9.0	12.0	11.4	11.0	8.7	11.8
don't know	21.9	32.5	28.8	29.9	33.0	28.6	36.7	27.6
Q6f. city swimming pools and programs?								
very satisfied/satisfied	27.0	20.4	21.3	22.6	16.5	23.9	23.5	21.9
neutral	23.1	23.2	27.6	21.4	20.1	24.1	20.8	23.8
very dissatisfied/dissatisfied	26.1	19.7	18.9	22.4	25.1	20.3	14.8	23.3
don't know	24.0	36.8	32.1	33.6	38.4	31.7	40.9	31.1

* Shaded figures indicate statistically significant differences at $p < .05$.

Citizen Survey Results by Geographic Area

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 6. How satisfied are you with. . .								
Q6g. city golf courses?								
very satisfied/satisfied	24.6	30.3	34.5	26.4	24.7	29.9	30.7	28.1
neutral	16.8	17.0	18.0	16.5	15.1	17.5	17.8	16.7
very dissatisfied/dissatisfied	9.9	5.9	6.9	7.1	5.7	7.5	4.9	7.6
don't know	48.8	46.8	40.5	49.9	54.5	45.2	46.6	47.6
Q6h. outdoor athletic fields (i.e. baseball, soccer, and flag football)?								
very satisfied/satisfied	34.2	36.3	38.7	34.6	33.6	36.3	36.0	35.6
neutral	22.5	25.0	27.3	23.1	23.7	24.5	23.5	24.5
very dissatisfied/dissatisfied	16.2	9.3	8.4	12.2	10.8	11.3	8.7	11.8
don't know	27.2	29.5	25.5	30.1	31.9	27.9	31.8	28.0
Q6i. the city's youth athletic programs?								
very satisfied/satisfied	26.4	25.0	26.4	24.9	21.2	26.6	27.3	24.8
neutral	24.3	23.4	23.7	23.6	24.7	23.3	21.6	24.2
very dissatisfied/dissatisfied	15.9	12.0	12.3	13.4	15.8	12.2	7.6	14.6
don't know	33.5	39.6	37.5	38.1	38.4	37.8	43.6	36.4
Q6j. the city's adult athletic programs?								
very satisfied/satisfied	22.5	23.1	25.5	22.0	20.1	23.8	23.5	22.8
neutral	21.3	21.8	22.8	21.2	22.9	21.3	19.3	22.3
very dissatisfied/dissatisfied	15.6	11.6	12.6	12.8	14.7	12.1	7.2	14.3
don't know	40.7	43.4	39.0	44.0	42.3	42.7	50.0	40.6
Q6k. other city recreation programs, such as classes, trips, and special events?								
very satisfied/satisfied	26.1	25.1	25.8	25.2	22.5	26.2	26.9	24.9
neutral	23.1	24.7	25.5	23.7	24.4	24.2	23.9	24.3
very dissatisfied/dissatisfied	12.6	8.6	9.9	9.6	9.6	9.6	5.7	10.8
don't know	38.3	41.7	38.7	41.5	43.4	40.0	43.6	40.0
Q6l. ease of registering for programs?								
very satisfied/satisfied	25.5	24.5	24.0	24.9	20.4	26.0	29.2	23.5
neutral	23.1	21.8	23.1	21.8	24.0	21.6	17.8	23.4
very dissatisfied/dissatisfied	11.1	9.4	11.4	9.3	10.4	9.8	6.0	11.0
don't know	40.4	44.3	41.4	43.9	45.2	42.6	47.0	42.2
Q6m. the reasonableness of fees charged for recreation programs?								
very satisfied/satisfied	21.9	25.5	24.9	24.2	23.7	24.7	28.1	23.5
neutral	24.6	20.5	21.9	21.6	22.6	21.4	16.7	23.0
very dissatisfied/dissatisfied	14.1	9.4	9.6	11.0	9.7	10.9	8.7	11.2
don't know	39.5	44.6	43.5	43.1	44.1	43.0	46.6	42.3

Question 7, asking respondents to prioritize parks and recreation services is excluded from this appendix.

* Shaded figures indicate statistically significant differences at $p < .05$.

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 8. How satisfied are you with. . .								
Q8a. maintenance of city streets?								
very satisfied/satisfied	20.1	19.6	19.8	19.7	19.0	20.0	20.0	19.7
neutral	24.9	24.7	26.1	24.2	26.5	24.2	20.8	25.8
very dissatisfied/dissatisfied	54.1	55.2	53.7	55.4	53.8	55.3	58.7	53.9
don't know	0.9	0.5	0.3	0.7	0.7	0.5	0.4	0.6
Q8b. maintenance of streets in your neighborhood?								
very satisfied/satisfied	25.2	29.8	31.5	27.4	23.6	29.9	34.1	26.9
neutral	25.4	26.1	24.9	26.3	29.4	24.9	24.2	26.4
very dissatisfied/dissatisfied	49.4	43.6	43.2	45.9	46.6	44.8	40.9	46.4
don't know	0.0	0.5	0.3	0.3	0.4	0.3	0.8	0.2
Q8c. the smoothness of city streets?								
very satisfied/satisfied	15.6	15.0	15.0	15.3	14.4	15.5	15.9	15.1
neutral	28.1	27.3	30.0	26.6	25.8	28.0	25.4	28.1
very dissatisfied/dissatisfied	56.2	56.7	53.7	57.7	59.5	55.7	57.6	56.3
don't know	0.0	0.9	1.2	0.5	0.4	0.8	1.1	0.5
Q8d. condition of sidewalks in the city?								
very satisfied/satisfied	20.7	26.4	22.8	25.5	27.2	24.0	29.9	23.4
neutral	31.7	27.7	27.6	29.3	29.4	28.7	26.1	29.4
very dissatisfied/dissatisfied	44.1	39.7	42.3	40.2	42.0	40.5	33.7	42.8
don't know	3.6	6.3	7.2	4.9	1.4	6.8	10.2	4.2
Q8e. maintenance of street signs?								
very satisfied/satisfied	50.0	55.0	53.7	53.6	55.9	52.9	55.6	53.1
neutral	27.5	27.6	29.1	27.0	26.9	27.8	26.5	27.9
very dissatisfied/dissatisfied	19.8	15.4	14.1	17.5	16.1	16.7	16.3	16.7
don't know	2.7	1.9	3.0	1.8	1.1	2.5	1.5	2.3
Q8f. maintenance of traffic signals?								
very satisfied/satisfied	59.6	62.5	64.8	60.4	61.7	61.6	60.2	62.1
neutral	23.4	24.4	24.6	23.9	23.7	24.3	25.0	23.9
very dissatisfied/dissatisfied	15.6	12.3	10.2	14.4	13.6	13.1	13.6	13.1
don't know	1.5	0.8	0.3	1.3	1.1	1.0	1.1	1.0
Q8g. maintenance and preservation of downtown Kansas City, Missouri?								
very satisfied/satisfied	41.0	35.2	37.5	36.5	31.9	38.3	35.6	37.1
neutral	25.1	28.3	26.7	27.7	33.7	25.6	24.6	28.2
very dissatisfied/dissatisfied	24.6	29.5	26.4	28.7	29.8	27.6	33.0	26.7
don't know	9.3	7.1	9.3	7.1	4.7	8.6	6.8	7.9

* Shaded figures indicate statistically significant differences at $p < .05$.

Citizen Survey Results by Geographic Area

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 8. How satisfied are you with. . .								
Q8h. the maintenance of city buildings, such as city hall?								
very satisfied/satisfied	53.3	47.7	48.9	49.3	48.8	49.4	45.1	50.4
neutral	24.9	28.7	25.5	28.4	31.5	26.4	29.5	27.1
very dissatisfied/dissatisfied	10.8	9.9	10.5	10.0	8.6	10.6	10.6	10.0
don't know	11.1	13.7	15.0	12.2	11.1	13.5	14.8	12.5
Q8i. snow removal on major city streets during the past 12 months?								
very satisfied/satisfied	56.9	57.3	61.5	55.6	53.0	58.5	56.5	57.4
neutral	27.2	24.3	21.0	26.7	29.4	23.8	23.1	25.7
very dissatisfied/dissatisfied	14.1	16.7	15.6	16.2	15.7	16.1	19.3	15.1
don't know	1.8	1.6	1.8	1.6	1.8	1.6	1.1	1.8
Q8j. snow removal in residential areas during the past 12 months?								
very satisfied/satisfied	27.6	25.7	27.9	25.6	24.0	26.9	24.6	26.6
neutral	25.1	29.5	31.8	26.9	31.5	27.3	24.2	29.4
very dissatisfied/dissatisfied	46.2	42.8	37.2	46.2	43.4	43.8	49.2	42.2
don't know	1.2	2.1	3.0	1.4	1.1	2.0	1.9	1.8
Q8k. mowing and tree trimming along city streets and other public areas?								
very satisfied/satisfied	37.7	44.6	45.0	41.8	44.4	42.3	44.3	42.3
neutral	27.8	32.3	33.9	30.0	30.5	31.3	32.2	30.8
very dissatisfied/dissatisfied	31.5	20.5	18.6	25.4	23.3	23.6	20.1	24.5
don't know	3.0	2.5	2.4	2.7	1.8	2.9	3.4	2.4
Q8l. overall cleanliness of city streets and other public areas?								
very satisfied/satisfied	28.8	40.0	38.1	36.3	38.7	36.3	43.5	35.0
neutral	32.6	37.8	41.1	34.5	35.5	36.6	36.0	36.5
very dissatisfied/dissatisfied	36.3	21.5	19.5	28.0	25.4	25.7	20.1	27.1
don't know	2.4	0.7	1.2	1.1	0.4	1.4	0.4	1.4
Q8m. overall quality of trash collection services?								
very satisfied/satisfied	59.6	64.5	66.0	62.1	64.2	62.9	62.9	63.2
neutral	19.5	21.0	20.4	20.6	21.5	20.3	21.2	20.4
very dissatisfied/dissatisfied	19.8	11.2	11.4	14.3	10.8	14.4	11.4	14.2
don't know	1.2	3.3	2.1	3.0	3.6	2.5	4.5	2.2
Q8n. adequacy of city street lighting?								
very satisfied/satisfied	62.6	63.8	67.5	61.9	60.9	64.3	62.1	63.8
neutral	21.9	25.1	22.5	24.9	27.2	23.3	26.1	23.7
very dissatisfied/dissatisfied	15.3	10.0	9.0	12.4	11.4	11.5	9.9	11.9
don't know	0.3	1.0	0.9	0.8	0.4	1.0	1.9	0.5

* Shaded figures indicate statistically significant differences at $p < .05$.

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 8. How satisfied are you with. . . .								
Q8o. timeliness of the removal of abandoned cars from public property?								
very satisfied/satisfied	32.4	32.9	33.0	32.6	33.7	32.4	31.9	33.0
neutral	21.9	26.5	28.5	23.9	23.7	25.7	26.9	24.7
very dissatisfied/dissatisfied	33.0	22.1	21.0	26.5	25.5	24.9	19.7	26.6
don't know	12.9	18.6	17.4	16.9	17.2	17.0	21.6	15.8
Question 9, asking respondents to prioritize maintenance-related services is excluded from this appendix.								
Question 10. How satisfied are you with. . . .								
Q10a. enforcing the clean up of litter and debris on private property?								
very satisfied/satisfied	27.0	31.5	33.3	29.1	27.9	30.9	33.0	29.5
neutral	25.4	28.4	29.4	26.9	27.6	27.6	28.0	27.5
very dissatisfied/dissatisfied	39.6	25.2	24.3	31.0	29.0	29.2	22.3	31.0
don't know	8.1	14.8	12.9	13.0	15.4	12.2	16.7	11.9
Q10b. enforcing the mowing and cutting of weeds on private property?								
very satisfied/satisfied	30.6	30.6	30.9	30.5	27.2	31.6	33.7	29.7
neutral	23.1	27.3	28.5	25.2	25.8	26.2	27.3	25.8
very dissatisfied/dissatisfied	39.9	26.7	25.8	32.0	31.5	30.0	22.8	32.4
don't know	6.6	15.4	14.7	12.3	15.4	12.2	16.3	12.1
Q10c. enforcing the maintenance of residential property?								
very satisfied/satisfied	31.8	32.1	31.5	32.1	30.5	32.4	34.5	31.3
neutral	26.0	32.3	31.2	30.3	30.5	30.6	35.6	29.2
very dissatisfied/dissatisfied	35.7	22.0	22.5	26.9	26.5	25.4	16.2	28.3
don't know	6.6	13.7	14.7	10.6	12.5	11.5	13.6	11.2
Q10d. enforcing the exterior maintenance of business property?								
very satisfied/satisfied	37.1	38.7	38.1	38.3	38.7	38.1	39.4	38.0
neutral	33.5	31.8	33.0	32.0	30.8	32.8	31.4	32.6
very dissatisfied/dissatisfied	17.1	12.2	11.4	14.4	16.1	12.8	9.1	14.8
don't know	12.3	17.2	17.4	15.3	14.3	16.3	20.1	14.7
Q10e. enforcing codes designed to protect public safety and public health?								
very satisfied/satisfied	39.8	41.6	41.1	41.2	43.0	40.6	40.9	41.2
neutral	30.8	31.5	34.8	30.0	29.0	32.0	29.9	31.7
very dissatisfied/dissatisfied	15.9	11.8	9.3	14.2	14.4	12.4	12.1	13.1
don't know	13.5	15.1	14.7	14.6	13.6	14.9	17.0	14.0
Q10f. enforcing sign regulations?								
very satisfied/satisfied	41.0	41.4	41.4	41.3	42.3	41.0	40.5	41.5
neutral	30.5	27.9	29.1	28.4	25.1	29.6	29.2	28.4
very dissatisfied/dissatisfied	14.4	10.7	11.1	12.0	12.2	11.6	8.7	12.6
don't know	14.1	20.0	18.3	18.4	20.4	17.7	21.6	17.4

* Shaded figures indicate statistically significant differences at $p < .05$.

Citizen Survey Results by Geographic Area

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 10. How satisfied are you with. . .								
Q10g. enforcing and prosecuting illegal dumping activities?								
very satisfied/satisfied	25.5	24.4	26.1	24.1	24.4	24.8	22.3	25.4
neutral	23.1	27.1	28.2	25.1	27.6	25.5	25.0	26.2
very dissatisfied/dissatisfied	39.9	28.2	27.0	33.1	28.4	32.3	29.6	31.9
don't know	11.7	20.3	18.6	17.7	19.7	17.4	23.1	16.5

Q10h. enforcing equal opportunity among all citizens?								
very satisfied/satisfied	33.6	40.4	42.0	37.2	35.9	39.3	43.2	37.2
neutral	28.7	26.9	28.5	27.0	27.6	27.4	24.2	28.3
very dissatisfied/dissatisfied	30.0	16.1	13.8	22.3	21.5	19.5	13.3	21.8
don't know	7.8	16.6	15.6	13.6	15.1	13.9	19.3	12.7

Question 11, asking respondents to prioritize code enforcement services is excluded from this appendix.

Question 12. How satisfied are you with. . .

Q12a. overall quality of leadership provided by the city's elected officials?								
very satisfied/satisfied	36.2	34.1	39.6	32.9	28.0	36.7	33.7	35.0
neutral	31.7	36.0	31.8	35.9	38.0	33.8	39.0	33.6
very dissatisfied/dissatisfied	24.3	20.3	18.3	22.6	22.6	21.0	20.4	21.7
don't know	7.8	9.6	10.2	8.7	11.5	8.4	6.8	9.7

Q12b. overall effectiveness of appointed boards and commissions?								
very satisfied/satisfied	31.2	29.1	31.5	28.9	28.4	30.1	26.9	30.5
neutral	32.0	33.4	30.9	33.9	33.3	33.0	36.7	32.0
very dissatisfied/dissatisfied	22.2	21.8	20.1	22.6	22.2	21.8	23.5	21.5
don't know	14.7	15.6	17.4	14.6	16.1	15.1	12.9	16.1

Q12c. overall effectiveness of the city manager and appointed staff?								
very satisfied/satisfied	32.9	33.4	37.2	31.7	27.6	34.9	34.4	32.9
neutral	31.1	33.8	30.9	33.9	34.1	32.8	37.1	31.9
very dissatisfied/dissatisfied	21.9	16.6	14.4	19.5	19.8	17.6	16.3	18.6
don't know	14.1	16.2	17.4	14.9	18.6	14.7	12.1	16.6

Question 13. How satisfied are you with. . .

Q13a. the availability of information about city programs and services?								
very satisfied/satisfied	37.7	39.6	42.0	38.0	35.2	40.3	41.3	38.5
neutral	29.0	30.1	27.3	30.8	34.8	28.4	28.8	30.1
very dissatisfied/dissatisfied	26.1	23.1	21.9	24.7	24.0	23.8	23.5	24.0
don't know	7.2	7.2	8.7	6.6	6.1	7.5	6.4	7.4

* Shaded figures indicate statistically significant differences at $p < .05$.

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 13. How satisfied are you with. . .								
Q13b. city efforts to keep you informed about local issues?								
very satisfied/satisfied	40.4	38.0	41.1	37.7	32.9	40.4	39.4	38.4
neutral	27.2	30.3	27.9	30.0	35.8	27.5	27.3	30.0
very dissatisfied/dissatisfied	27.3	26.5	24.9	27.4	26.2	26.8	28.8	26.1
don't know	5.1	5.3	6.0	4.9	5.0	5.3	4.5	5.4
Q13c. the level of public involvement in local decision making?								
very satisfied/satisfied	26.7	27.3	27.6	26.9	26.1	27.4	28.0	26.9
neutral	31.1	33.1	33.0	32.4	35.8	31.6	30.3	33.2
very dissatisfied/dissatisfied	31.2	29.7	29.1	30.4	28.3	30.6	31.8	19.6
don't know	11.1	9.9	10.2	10.3	9.7	10.4	9.8	10.4
Question 14. During the past week, approximately how many minutes did you or other members of your household watch the city's cable television Channel 2?								
0/did not watch	63.5	62.8	62.5	63.2	66.3	62	59.5	64.0
less than 15 min.	12.0	15	13.8	14.3	15.1	13.9	16.3	13.5
15-59 min.	14.1	11.4	11.4	12.4	11.5	12.4	11.4	12.4
1-3 hrs	3.9	6.8	7.5	5.5	4.7	6.4	8.3	5.4
more than 3 hrs	6.6	3.7	4.5	4.4	2.5	5	3.8	4.7
don't know	0.0	0.3	0.3	0.2	0.0	0.3	0.8	0.1
Question 15. How would you rate Kansas City, Missouri. . .								
Q15a. as a place to live?								
excellent/good	54.8	70.2	68.7	64.9	69.9	64.7	72.3	64.2
neutral	30.5	21.9	22.5	25.0	21.5	25.1	21.6	25.1
below average/poor	13.5	7.3	8.4	9.2	7.6	9.4	5.7	10.0
don't know	1.2	0.6	0.3	0.9	1.1	0.6	0.4	0.8
Q15b. as a place to raise children?								
excellent/good	46.1	54.8	51.3	52.8	50.2	53.0	64.0	49.1
neutral	24.6	25.8	29.1	24.1	27.2	24.9	20.1	27.0
below average/poor	24.0	15.3	16.2	18.2	17.6	17.7	11.7	19.3
don't know	5.4	4.1	3.3	4.9	5.0	4.3	4.2	4.5
Q15c. as a place to work?								
excellent/good	47.6	60.5	58.2	56.4	60.6	55.9	63.3	55.2
neutral	30.5	23.5	22.2	26.7	23.7	26.0	25.0	25.6
below average/poor	17.4	11.9	14.7	12.9	11.1	14.0	9.1	14.6
don't know	4.5	4.1	4.8	4.0	4.7	4.1	2.7	4.7

* Shaded figures indicate statistically significant differences at $p < .05$.

Citizen Survey Results by Geographic Area

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 16. How safe do you feel. . .								
Q16a. at home during the day?								
very safe/safe	72.7	83.6	83.4	79.6	81.0	80.5	86.7	78.9
neutral	17.4	10.4	11.7	12.5	9.0	13.3	10.2	12.9
unsafe/very unsafe	7.8	5.0	4.5	6.2	8.3	5.0	2.2	6.7
don't know	2.1	0.9	0.3	1.6	1.8	1.1	0.8	1.4
Q16b. at home at night?								
very safe/safe	58.3	71.3	69.9	66.8	67.0	67.9	77.3	65.0
neutral	23.4	17.5	18.0	19.5	17.9	19.4	16.3	19.9
unsafe/very unsafe	16.8	10.7	11.4	12.7	14.3	11.7	5.7	14.2
don't know	1.5	0.7	0.6	1.0	0.7	1.0	0.8	1.0
Q16c. in your neighborhood during the day?								
very safe/safe	67.9	81.7	80.1	77.1	78.1	77.9	87.5	75.3
neutral	22.2	12.0	14.1	15.1	11.8	15.7	9.5	16.3
unsafe/very unsafe	8.1	5.1	5.1	6.3	8.2	5.3	1.9	7.1
don't know	1.8	1.1	0.6	1.6	1.8	1.2	1.1	1.4
Q16d. in your neighborhood at night?								
very safe/safe	47.0	61.6	59.4	56.9	51.6	59.4	75.0	52.7
neutral	23.7	21.9	22.8	22.2	26.5	21.2	15.9	24.2
unsafe/very unsafe	27.6	15.5	17.1	19.5	20.4	18.4	8.4	21.8
don't know	1.8	0.9	0.6	1.4	1.4	1.1	0.8	1.3
Q16e. in city parks during the day?								
very safe/safe	39.0	52.2	49.8	48.2	55.6	46.5	51.9	47.7
neutral	22.5	19.3	21.9	19.5	16.8	21.2	18.6	20.6
unsafe/very unsafe	16.5	10.1	10.5	12.5	10.4	12.3	9.5	12.6
don't know	22.2	18.3	17.7	20.0	17.2	20.0	20.1	19.1
Q16f. in city parks at night?								
very safe/safe	9.9	11.3	9.9	11.3	12.2	10.5	12.1	10.6
neutral	12.0	15.3	12.0	15.3	16.8	13.6	17.8	13.4
unsafe/very unsafe	47.3	47.5	54.0	44.9	49.1	46.9	37.5	50.2
don't know	30.8	25.9	24.0	28.5	21.9	28.9	32.6	25.8
Question 17. During the past 12 months, approximately how many times did you or other members of your household visit any parks any parks in Kansas City, Missouri?								
at least once a week	13.5	14.4	11.1	15.3	18.6	12.8	14.0	14.2
a few times a month	14.4	16.9	18.9	15.2	14.3	16.8	17.0	16.0
monthly	12.9	15.8	15.6	14.7	14.7	15	17.0	14.4
less than once a month	12.6	14.6	13.8	14.1	15.8	13.5	14.4	14.0
seldom/never	46.7	38.4	40.5	40.7	36.6	41.9	37.5	41.5

* Shaded figures indicate statistically significant differences at $p < .05$.

	East	Citywide except east	South	Citywide except south	West	Citywide except west	North	Citywide except north
Question 18. During the past 12 months, approximately how many times did you or other members of your household visit a park in Kansas City, Missouri that is near your home?								
at least once a week	12.9	13.7	10.5	14.6	17.2	12.4	14.0	13.3
a few times a month	12.3	15.5	17.1	13.7	13.6	14.9	15.5	14.4
monthly	10.8	13.1	12.9	12.3	13.3	12.2	13.3	12.3
less than once a month	12	14.2	13.2	13.7	15.8	12.9	13.6	13.5
seldom/never	52.1	43.5	46.2	45.7	40.1	47.6	43.6	46.5

Question 19. During the past 12 months, approximately how many times did you or other members of your household use city recreation facilities, such as swimming pools, community centers, sports fields, golf courses, playgrounds, trails/paths, or ice arena?

At least once a week	9.6	10	8.4	10.5	11.8	9.3	10.2	9.8
a few times a month	13.8	13.5	15.9	12.7	10	14.6	14.0	13.4
monthly	7.5	10.8	10.5	9.7	11.1	9.6	11.0	9.6
less than once a month	12	10.4	12	10.4	10	11.1	8.7	11.4
seldom/never	57.2	55	52.9	56.7	56.6	55.3	56.1	55.5

* Shaded figures indicate statistically significant differences at $p < .05$.